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ABSTRACT

This manual is designed to assist searchers in developing cost-effective techniques for searching ABI/INFORM, a database which provides worldwide coverage of management trends, tactics, and techniques, citing articles from more than 550 business and management journals in English and other languages. ONTAP ABI/INFORM, a subset of the database, is offered jointly by Data Courier and DIALOG Information Services. Its aim is to provide inexpensive online training and practice in searching business and management topics. The core of this guide is a set of 12 problems designed to challenge both beginning and experienced online searchers and to test searching skills. The first part of the booklet explains ABI/INFORM and online searching on DIALOG. A discussion of cost-effective search techniques including controlled terms and classification codes precede the test problems. To provide a realistic environment for solving these problems, the appendices contain excerpts from the ABI/INFORM controlled vocabulary and the complete journals list, as well as the classification code system. Suggested search strategies for solving the problems include reminders of particular search techniques. A brief review of logging on and logging off procedures for beginning searchers is also appended. (DMC)

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A GUIDE
TO SEARCHING

ONTAP
ABI/INFORM®

DATA COURIER INC

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Contents

v Preface

1 The business database

5 Searching single words

9 Searching multiword terms

11 Searching with more precision

17 Hints for searching controlled terms

25 Refining your search

29 Selection guidelines

31 Other services

37 Problems and Solutions

55 Appendix A
Logging on and logging off procedures

59 Appendix B
Journals List – Alphabetical by subject category

65 Appendix C
Journals List – Alphabetical by journal title (excerpt)

67 Appendix D
Controlled Vocabulary (excerpts)

75 Appendix E
ABI/INFORM classification codes

79 Appendix F
Order Forms

81 Index

Preface

ABI/INFORM®, the business database published by Data Courier Inc, provides worldwide coverage of management trends, tactics and techniques. It encompasses business conditions in the United States and other countries and every management discipline, as well as specific companies, products and industries. Articles from more than 550 business and management journals in English and other languages are cited.

ONTAP ABI/INFORM, a subset of the database, is offered jointly by Data Courier and DIALOG Information Services. Its aim is to provide inexpensive online training and practice in searching business and management topics. Records added to ABI/INFORM (file 15) during the five-month period from November 1980 to March 1981 are included in ONTAP (file 215). It is only a sampling of the much larger ABI/INFORM database; consequently, a search in the ONTAP file will retrieve far fewer records than the same search in the full database.

This booklet, A Guide to Searching ONTAP ABI/INFORM, is designed to enhance practice sessions in file 215. It is published by Data Courier to assist searchers in developing cost-effective techniques for searching ABI/INFORM. Its core is a set of 12 problems, developed to challenge both beginning and experienced online searchers and to test searching skills.

The first part of this booklet explains ABI/INFORM and online searching on DIALOG. For beginning searchers, a brief review of logging on and logging off procedures begins in Appendix A on page 55.

A discussion of cost-effective techniques for searching ABI/INFORM, including controlled terms and classification codes, begins on page 11.

The test problems are on pages 38-39. To provide a realistic environment for solving them, the appendices also contain excerpts from the ABI/INFORM Controlled Vocabulary and The Complete Journals List, as well as the classification code system.

Our suggested search strategies for solving the problems, on pages 40-54, include helpful reminders of particular search techniques.

Because of the nature of the ONTAP training file, it is not possible to practice ordering documents online or entering a profile (SDI). These must be done in file 15. A brief explanation of these concepts appears on pages 31-33.

Editor's note

This workbook is designed to show you what the searcher types, which is illustrated in black

```
SS SATELLITE COMMUNICATIONS
```

and what DIALOG responds, which is shown in gray:

```
1       35  SATELLITE COMMUNICATIONS
```

This easy-to-follow format begins on page 5 with "Searching single words."

The business database

The flood of business and management information threatens to overwhelm many executives, professionals and students. Hundreds of publications carry articles on how to run a successful business, manage employees and market new products. Detailed case histories and articles highlighting important trends provide valuable facts, ideas and data about emerging and established industries.

The problem today is finding the right information.

Data Courier's database, ABI/INFORM, contains more than 200,000 references (as of spring 1983) to business-related articles from more than 550 publications worldwide. What differentiates Data Courier's product from print reference sources is that the necessary information is available online - at your fingertips - through electronic delivery.

Data Courier produced this ONTAP ABI/INFORM guide to help you develop skills in getting the right information quickly and cost-effectively. Use of the ONTAP training file helps develop and improve searching skills.

The facts

Since 1971, ABI/INFORM has been the authoritative source for business and management information.

The database consists of abstracts (200-word summaries) of the principal articles appearing in more than 550 publications worldwide. Each record includes full bibliographic information, controlled terms, classification codes and an abstract. Discussion of each of these elements is included later in this guide.

The file thoroughly covers such business and management areas as:

- Accounting and auditing
- Data processing and information management
- Economics
- Finance and financial management
- General management
- Human resources
- Law and taxation
- Management science
- Marketing, advertising and sales.

Special industry emphasis is placed on telecommunications, real estate, insurance and banking. Public administration and government topics also are included.

ABI/INFORM contains a wealth of information on companies and products, business strategies and tactics, management tools and trends, and case studies of successes and failures.

The output

A typical ABI/INFORM record is shown below.

83003725
Will a Home Still Be a House?
Kendig, Frank
Institutional Investor v16n12 PP: 89-91 Dec 1982 Coden: ITIVAK ISSN: 0020-3580 Jrnl Code: IL
DOC TYPE: Journal Paper LANGUAGE: English LENGTH: 3 Pages
AVAILABILITY: Institutional Investor, 488 Madison Ave., New York, NY 10022
The majority of the housing experts agree that the house of the year 2000 will be much like the house of today. However, an important difference may be that houses will be built in factories and assembled on-site. For this to happen, zoning laws against factory-made houses would have to be eliminated and the public's prejudice against such housing overcome. Houses of the future may contain some robots which could perform rudimentary household tasks. Computers will be much more prevalent, serving as a central control function for laundry, cooking, and entertainment systems. The computers will likely be able to talk and may monitor human location and alter the size and location of rooms according to the family's needs. Solar-powered and underground housing could help save on energy costs. Biological houses are also a possibility.
DESCRIPTORS: Computer controlled; Homes; Housing; Predictions; Technology
CLASSIFICATION CODES: 5400 (CN=Research & development)

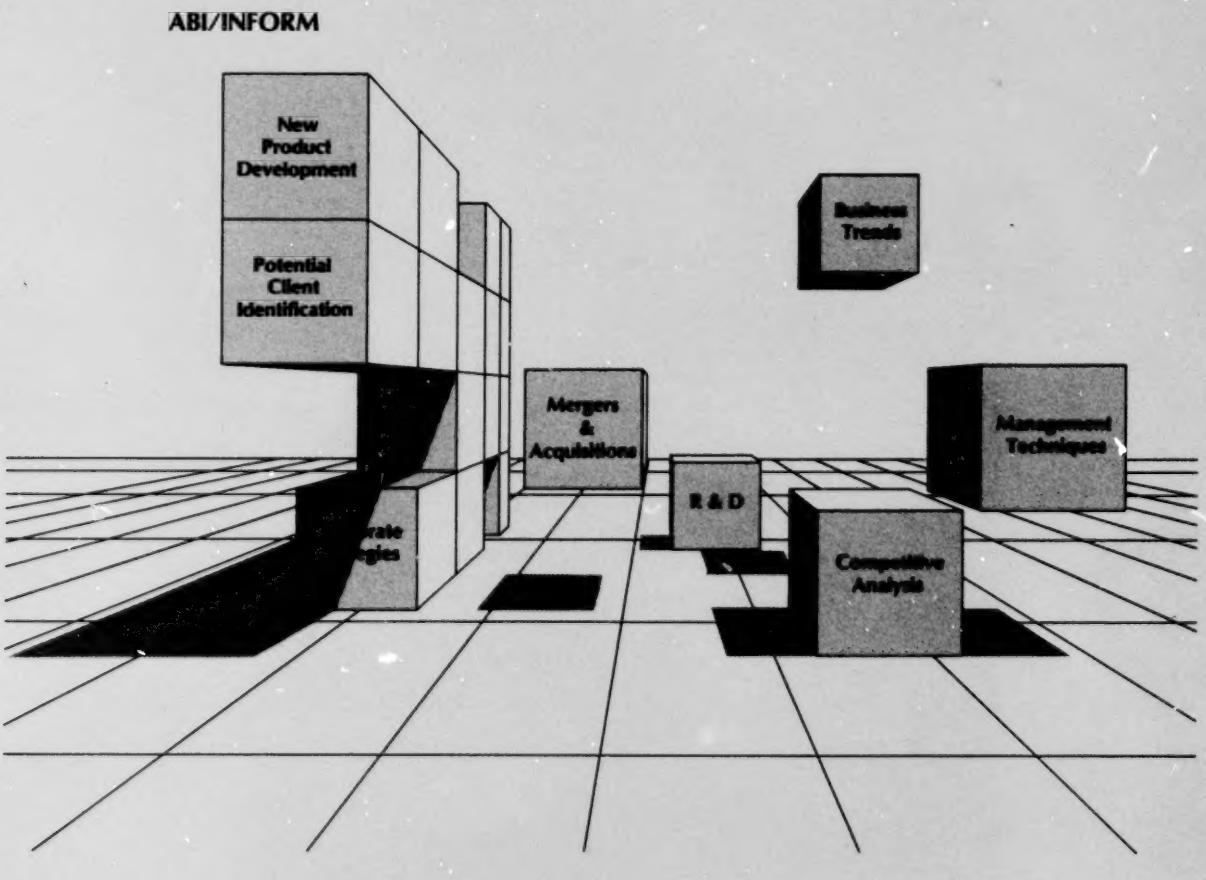
Information on the source material is detailed and complete. Abstracts, 200-word summaries of the original articles, are lengthy, informative and very readable. Controlled terms, called descriptors on the DIALOG system, identify specific concepts discussed in the original article. Classification codes indicate broad topic areas covered in the article.

The possibilities

Because of the diversity of business information and the flexibility of ABI/INFORM, the database may be used in solving day-to-day operating problems, learning innovative ways to manage resources, reviewing case studies of business successes and failures, tracking key companies and executives, and keeping pace with competitive developments.

In fact, the broad scope of ABI/INFORM enables a professional in virtually any business or management area to learn from business experts all over the world. Typical uses include following trends, investigating the competition, generating new product ideas and putting numeric data into a specific business context.

FIGURE 1

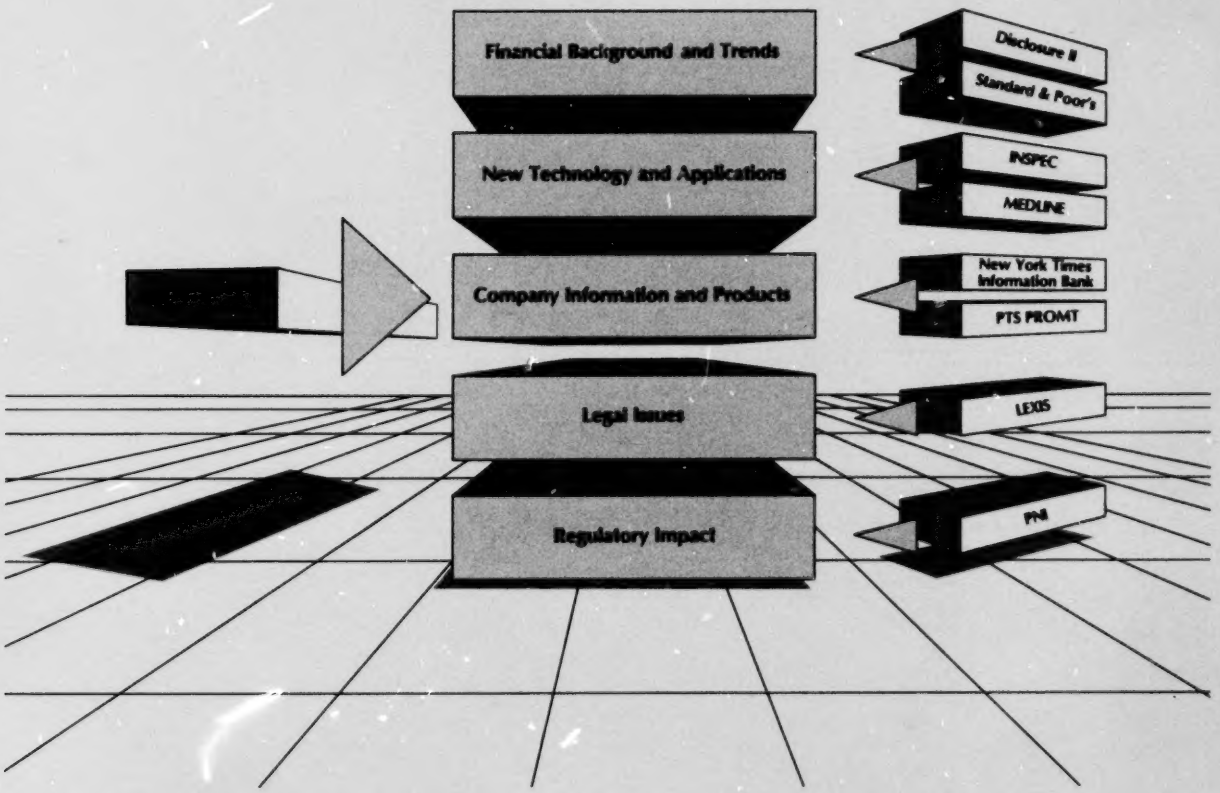


The complement

The scope of ABI/INFORM is best described by the list of source journals in Appendix B. The file covers more than 550 journals - the major business publications in the United States and other countries. Articles in languages other than English are translated.

With ABI/INFORM, you can answer questions on a broad spectrum of topics. Technological, financial, psychological, statistical and legal issues can be explored in ABI/INFORM. It's a good place to start your search. Because of its breadth and depth, the database also is valuable when used in combination with other files.

FIGURE 2



Searching single words

To begin a search on DIALOG, type the command SS. For example, to ask the system to search for references to MICROCOMPUTERS, type the following:

```
SS MICROCOMPUTERS
```

(Don't forget to press carriage return.) DIALOG will respond:

```
1      74  MICROCOMPUTERS
```

The 1 is the "set number," which is assigned automatically by DIALOG; it is 1 because this is the first search statement. DIALOG automatically stores and numbers each set in your search, so that later you may combine sets without having to retype earlier search terms.

The number 74 refers to the number of records in the database that include the word MICROCOMPUTERS.

Try another single-word search on your own. If you make an error and have to enter the strategy a second time or if you try additional searches on your own, your set numbers may differ from those in our examples.

Outputting records

After you have created a set of pertinent records, you may want to look at some of them.

To do so, use the TYPE or T command with the number of the set you have created, one of the format numbers shown in Table 1 on page 6 and the item number or range of numbers for the records you want to see.

TABLE 1

NUMBER	RECORD CONTENT
Format 1	DIALOG Accession Number
Format 2	Full Record except Abstract
Format 3	Bibliographic Citation
Format 4	Title, Author, Journal Name, Publication Year and Abstract
Format 5	Full Record
Format 6	Title and DIALOG Accession Number
Format 7	Bibliographic Citation and Abstract
Format 8	Title, Descriptors, Class Codes and Class Names

For example, T5/6/1 requests that DIALOG print from set 5 the title (format 6) of the first record. T5/8/1-6 requests titles, controlled terms (descriptors), class codes and class names (format 8) of the first six records from set 5.

Many users find two of these formats of particular value. Format 8 often is used to scan the preliminary results of a search. It includes controlled terms and class codes assigned by the ABI/INFORM indexing staff and allows quick decisions regarding whether the search statement must be modified. Format 4 is a clear and readable output format for end users. (The sample citation on page 2 shows the full record in format 5.)

Truncating

On the DIALOG system, truncation allows you to search a root word which has different endings. The truncation symbol is ?. (At first you may find this confusing, since the same symbol is used by DIALOG as a prompt. Remember the question mark that **you** enter is a command to truncate.)

For example, to find all records containing words beginning with JAPAN, type the following (remembering to end your instructions with a carriage return):

```
SS JAPAN?
```

DIALOG will respond:

```
2      291   JAPAN?
```

This statement tells you there are 291 records containing words or phrases beginning with JAPAN. (It is also the second search statement, or set 2.)

Practice with other truncated words, such as INVEST? or COMPUTER? or UNION?.

Truncation substitutes for typing in all variant endings of a word, but it is not always appropriate. Truncating a short term such as MAN?, for example, can result in retrieving many irrelevant records (MAN, MANAGEMENT, MANCHESTER, MANDATE, MANDATORY, MANEUVER, MANGANESE, MANHATTAN, MANIA, MANIFEST and others.)

Combining single words

Because of the complexity of many topics, several terms may be required to define a search. To link the terms, you can use the operators AND, OR and NOT. Insert them between the search terms with a space on either side.

When you use AND, the computer will select only the records in which both (or all, if you enter more than two) search terms are present. For example:

```
SS MICROCOMPUTERS AND JAPAN?
```

requires that both words, MICROCOMPUTERS and JAPAN?, be present for a record to be retrieved.

DIALOG will respond:

```
3      74   MICROCOMPUTERS
4     291   JAPAN?
5       1   3 AND 4
```

indicating that there are 74 records about MICROCOMPUTERS, 291 about JAPAN and 1 about both MICROCOMPUTERS **and** JAPAN.

Set numbers also can be combined using AND. For example, to combine set 3 (MICROCOMPUTERS) and set 4 (JAPAN?), type:

```
SS S3 AND S4
```

DIALOG will respond:

```
6       1   3 AND 4
```

The OR operator requires that only one of the search terms be present for a record to be retrieved. For example, the search statement

```
SS MICROCOMPUTERS OR APPLE
```

requires that either the word MICROCOMPUTERS **or** the word APPLE be present.

```
7       74  MICROCOMPUTERS
8       18  APPLE
9       88  7 OR 8
```

The NOT operator is used to remove an element or concept from a search. It requires that a record containing one term be retrieved, but not if another term is included in that record. For example:

```
SS MICROCOMPUTERS NOT APPLE
```

```
10      74  MICROCOMPUTERS
11      18  APPLE
12      70  10 NOT 11
```

retrieves all records containing the word MICROCOMPUTERS but **not** containing the word APPLE.

The NOT operator, which may inadvertently delete useful records, should be used with caution.

Searching multiword terms

So far, we have searched ABI/INFORM using single words only. To search multiword terms, the (W) operator can be used. The (W) operator requires that the terms on either side of the operator be adjacent and in the specified order as typed. For example, to search the phrase SELF INSURANCE, type:

```
SS SELF(W)INSURANCE\
```

```
13      46  SELF(W)INSURANCE
```

There are 46 records in the ONTAP file in which the words SELF INSURANCE appear next to each other and in that order.

Searching

with more precision

All of the examples shown on previous pages are of "free-text" searches. Since we did not limit search terms to a specific part of the records, DIALOG searched for any occurrence in the title, abstract and controlled term fields of each record in the database.

In some cases free-text searching of business topics may produce unsatisfactory results. This occurs because the imprecision of business and management terminology allows a word to have many different meanings, depending upon the context in which it is used. The word "promotion," for example, has a different meaning for the personnel manager and the advertising director.

To help searchers overcome these difficulties, the ABI/INFORM editorial staff developed two powerful tools:

- The Controlled Vocabulary, an 8,000-word list from which terms are chosen to identify article topics, and
- ABI/INFORM classification codes, a numeric classification system which helps restrict searches to a particular context.

The Controlled Vocabulary

Approximately six to eight controlled terms are assigned to each ABI/INFORM record. They are chosen from the 8,000-word Controlled Vocabulary, published in the Search INFORM™ user guide, to identify the major concepts discussed in the article.

The Controlled Vocabulary reflects ABI/INFORM's coverage of diverse management disciplines, specific industries and organizations, and worldwide business conditions. It is fully cross-referenced and is useful as a dictionary of business and management terms.

Brief extracts from each of the Controlled Vocabulary's four sections - subject terms, company names, organization names and geographic terms - appear in Appendix D.

Cost-effective searches of ABI/INFORM begin with a review of the Controlled Vocabulary to locate specific terms that define the search topic.

Limiting to controlled terms

The value of controlled terms is that you can refine the search strategy to get optimum results quickly.

For example, a free-text search on the term SELF(W)INSURANCE, which appears on page 9, retrieves all records containing those words, even if the concept was a peripheral one in the original article.

By limiting your search to retrieve the term SELF INSURANCE from only the controlled term field, you will find fewer citations, but they will be relevant.

To limit to the controlled term field on DIALOG, use the suffix/DE.

```
SS SELF INSURANCE/DE
```

DIALOG will respond:*

```
1       29   SELF INSURANCE/DE
```

While our first search of SELF(W)INSURANCE yielded 46 records, this search, limited to the controlled term field, yields only 29 records.

You may want to compare the results of the two searches by using the NOT operator to isolate records in which SELF INSURANCE appears in the title or abstract but not the controlled term field:

```
SS SELF(W)INSURANCE
```

```
2       46   SELF(W)INSURANCE
```

```
SS S2 NOT S1
```

```
3       17   2 NOT 1
```

*In this chapter, we have reset the search statement numbers to 1.

To print out any of these records, use the TYPE or T command. (See Table 1 on page 6 for a list of formats). To see the first five records, in full, from set 3, type:

```
T3/5/1-5
```

Subject terms

Subject terms comprise the largest portion of the Controlled Vocabulary. They cover a very wide range of topics, from development economics to employee benefits, from productivity to videotex, from boards of directors to records management.

Related terms are cross-referenced, and scope notes provide information on usage. To limit searches to controlled terms, enter the suffix /DE after the term. For example, to locate information on two new communication technologies, ELECTRONIC MAIL SYSTEMS and VIDEO TELFCONFERENCING, type:

```
SS ELECTRONIC MAIL SYSTEMS/DE OR VIDEO TELECONFERENC-
ING/DE
```

```
4     21   ELECTRONIC MAIL SYSTEMS/DE
5      7   VIDEO TELECONFERENCING/DE
6     28   4 OR 5
```

Company names

More than 1,500 company names are included in the Controlled Vocabulary. Fortune magazine is the source for the names of the 1,000 largest industrial corporations worldwide, 150 largest commercial banking organizations worldwide, and 50 each of America's largest life insurance companies, utility companies, retailers, transportation firms, diversified financial companies and diversified services companies.

Most company names in the Controlled Vocabulary include a geographic location as part of the term. The city or city and state of the head office is included for U.S. companies; the country of the head office is included for most non-U.S. firms. Hyphens linking names and geographic locations should be included with no spaces when searching:

```
SS CHASE MANHATTAN CORP NEW YORK/DE
```

```
7      6  CHASE MANHATTAN CORP-NEW YORK/DE
```

If a particular company is not listed in the Controlled Vocabulary, search the name on a free-text basis.

Organization names

The organization names section contains government agencies, professional and trade associations, non-profit organizations, commissions and boards. Acronyms often are used in place of the full name, and such abbreviations as Assn, Dept, Intl, and Natl are used. For example:

```
SS OSHA/DE
```

```
8      35  OSHA/DE
```

```
SS LABOR DEPT-US/DE
```

```
9      17  LABOR DEPT-US/DE
```

Geographic terms

All states in the United States, all Canadian provinces and all country names are controlled terms. US, UK, and USSR are the only authorized geographic abbreviations. For example:

```
SS USSR/DE
```

```
10      24  USSR/DE
```

```
SS PEOPLES REPUBLIC OF CHINA/DE
```

```
11      38  PEOPLES REPUBLIC OF CHINA/DE
```

The controlled term US is assigned only to articles in which the United States is compared to other countries or is being "acted upon" or the topic is foreign investment in the United States. When it is necessary to restrict a search to events in the United States, the classification code 9170 should be used to remove non-U.S. records. See page 22 for details.

Hints for searching controlled terms

In assigning terms from the ABI/INFORM Controlled Vocabulary, indexers look first for controlled terms that represent major concepts in the source material. In many cases, a single multiword term, such as "business interruption insurance" or "National Energy Act 1978-US" captures the concept. If no single term is sufficient, indexers choose two or more terms instead. For example, "microcomputer software" is not a term. Therefore, indexers must assign both "microcomputers" and "software." After assigning these words and phrases, indexers search for combinations of words to capture concepts that remain to be indexed. Approximately six to eight index terms are assigned to each citation.

Limiting with /DF and /DE

As discussed on page 12, /DE is used to restrict searches to terms in the controlled term field. The /DF suffix is even more restrictive, limiting the search to one-word controlled terms.

The advantage of /DF is that it differentiates a single-word controlled term from its appearance as part of a multiword controlled term.

To locate articles covering commercial real estate, for example, the search statement should include the single-word term COMMERCIAL. Use of the /DE suffix would generate records containing not only the single-word term COMMERCIAL but also those containing COMMERCIAL BANKS, COMMERCIAL CREDIT, UNIFORM COMMERCIAL CODE-US and others.

The /DF suffix often is a better choice when searching a single-word controlled term. The number of records retrieved using /DF is significantly smaller than the number retrieved using /DE.

```
SS COMMERCIAL/DF

12      38  COMMERCIAL/DF
```

```
SS COMMERCIAL/DE
```

```
13      31   COMMERCIAL/DE
```

To compare the outputs of the two searches using /DE and /DF, use the NOT command:

```
SS S13 NOT S12
```

```
14      86   13 NOT 12
```

A rotated list of terms from the ABI/INFORM Controlled Vocabulary, a new addition to the second edition of Search INFORM, is designed for quick identification of terms retrieved when /DE is used.

Combining terms

Some terms in the Controlled Vocabulary exist primarily to be used in combination with other terms. Many are adjectives. They are indicated by the scope note "Used as combining term."

There is, for example, no multiword term for the concept "high technology." The excerpt from the Controlled Vocabulary by subject terms in Appendix D, however, lists the term HIGH as a combining term. Searching the single terms HIGH and TECHNOLOGY, and limiting both to the controlled term field, generates 14 citations. Remember that you may wish to use /DF rather than /DE when using single-word or combining terms from the Controlled Vocabulary.

```
SS HIGH/DF AND TECHNOLOGY/DF
```

```
15      22  HIGH/DF
16     160  TECHNOLOGY/DF
17      14  15 AND 16
```

Broad terms

The Controlled Vocabulary contains a number of very broad terms such as ADVERTISING, ECONOMICS, MANAGEMENT, ACCOUNTING, etc. They are assigned when the article has an extremely broad focus, when no more specific term sufficiently describes the concept or when they can be used as combining terms. For example:

```
SS DATA PROCESSING/DE AND (INSURANCE INDUSTRY/DE OR INSURANCE COMPANIES/DE)
```

```
18     191  DATA PROCESSING/DE
19     195  INSURANCE INDUSTRY/DE
20     103  INSURANCE COMPANIES/DE
21      12  18 AND (19 OR 20)
```

In these 12 records, the broad term DATA PROCESSING has been assigned to general articles about data processing in the insurance business.

```
SS PLANNING/DF AND STRATEGIC/DF
```

```
22     405  PLANNING/DF
23      78  STRATEGIC/DF
24      61  22 AND 23
```

Here the broad term PLANNING, when used in combination with the term STRATEGIC, expresses the concept of "strategic planning."

Content terms

Some terms from the Controlled Vocabulary can be used to identify particular types of articles. Terms available for this purpose include CASE STUDIES, GUIDELINES, METHODS, STATISTICAL DATA, PREDICTIONS, FORECASTS, STUDIES, SURVEYS and TECHNIQUES.

Survey articles often can be identified by the use of special code words developed for this purpose: MANYCOMPANIES, MANYPRODUCTS, MANYCOUNTRIES, MANY-INDUSTRIES and MANYPEOPLE.

In addition, some classification codes may be used to limit to particular types of articles. See page 23 for a discussion of these codes.

Field codes

Some Controlled Vocabulary terms look like this: COMMON CARRIERS (TC), MIS (MAN) or MEMORY (DP).

In parentheses are field codes. They are used to indicate the context in which a term is assigned to records in ABI/INFORM or to differentiate two seemingly identical controlled terms. There are 23 of these special codes, as shown below in Table 2.

TABLE 2

(ACC)	Accounting	(LBR)	Labor
(ADV)	Advertising	(MAN)	Management
(BNK)	Banking	(MKT)	Marketing
(COM)	Commerce	(PER)	Personnel
(DP)	Data processing	(PROD)	Production/ manufacturing
(DS)	Decision science		
(ECON)	Economics	(RE)	Real estate
(FIN)	Finance	(RET)	Retailing
(GOVT)	Government	(RM)	Records management
(HEA)	Health/medicine	(TC)	Telecommunications
(INS)	Insurance	(TRNS)	Transportation
(LAW)	Law	(WP)	Word processing

From the field codes, we know that COMMON CARRIERS is used as a telecommunications term, MIS as a management term and MEMORY in a data processing context. To search terms containing field codes, enter:

```
SS COMMON(W)CARRIERS(W)TC
SS MIS(W)MAN
SS MEMORY(W)DP
```

Be sure to include the (W) operator to link all words and the field code.

Use field codes only when you see a Controlled Vocabulary term containing one. Do not add field codes to terms not shown to contain them.

Classification codes

The ABI/INFORM classification system was designed to encourage the creation of subject-specific subsets of the database. You can enter one or more of the four-digit class codes rather than keying a large number of related terms to define a topic area.

Searchers may choose from five distinct types of codes:

- Business environment codes, which define economic conditions, international trade, and social and energy policy
- Management function codes, which identify areas common to all organizations, such as planning and strategy, finance, accounting and human resources
- Industry and market codes, which are assigned to articles focusing on any of 30 manufacturing, service, extractive or agricultural industries
- Treatment codes, which define article type, such as company-specific or product-specific
- Organization codes, which are assigned to articles focusing on, for example, non-profit institutions or small businesses.

The complete classification code chart is in Appendix E.

The classification system was designed for online searching. Therefore, all the codes can be combined by using AND, OR and NOT. They also can be truncated when broader subsets are desired. For example, if you are interested in retrieving information on advertising in the retail banking industry, enter:

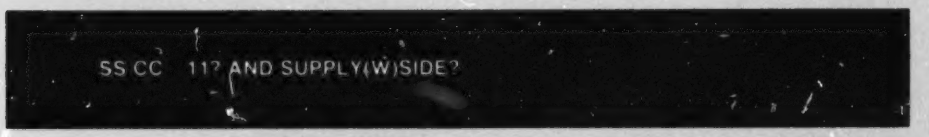
```
SS CC  8120 AND CC  7200
```

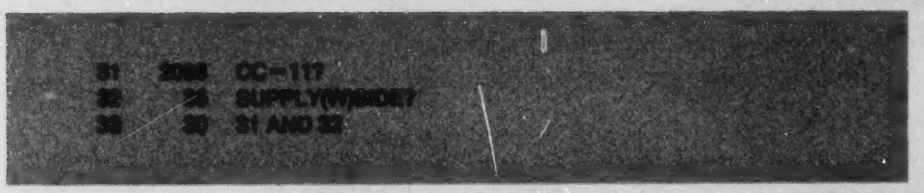
```
25     370   CC=8120 (CN=RETAIL BANKING)
26     458   CC=7200 (CN=ADVERTISING)
27       9   25 AND 26
```

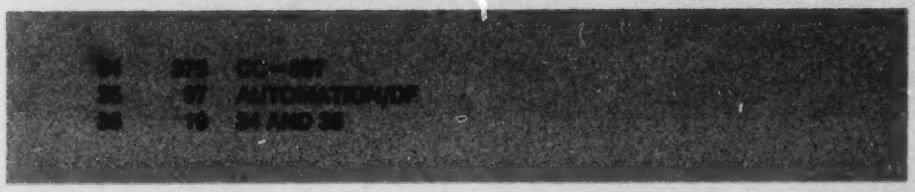
To broaden the search to include the entire financial services industry, truncate to include commercial banking, retail banking and investment services:

```
SS CC  81? AND CC  7200
```

Classification codes also can be used in combination with controlled terms or free-text terms. For example:







Another use of class codes is to restrict searches to only U.S. or only non-U.S. information. Select code 9170 and combine it with appropriate search terms:*

*Because the class code 9170 was assigned beginning in mid-1982, the example shown on the next page has been taken from file 15.

```
SS CC  9170 AND CC  4120
```

```
57   2102   CC=9170 (CN=NON-US)
38    322   CC=4120 (CN=ACCOUNTING POLICIES & PROCEDURES)
39     60   1 AND 2
```

Class codes also may be used to limit to:

- Company-specific articles (CC=9110)
- Product-specific articles (CC=9120)
- Articles with an experimental, theoretical or academic approach (CC=9130)
- Articles containing a significant amount of statistical data (CC=9140)
- Articles listing steps or guidelines in approaching a problem (CC=9150)
- Articles profiling specific individuals (CC=9160)
- Articles with an international focus (CC=9180).

Refining your search

By following the basic steps illustrated so far, you should be able to get good search results. But there are still more ways to refine search strategies to obtain maximum results in a limited amount of online time.

Searching by author

Searching for articles by a particular author is easy in ABI/INFORM. If you want articles by Peter Drucker, for example, first EXPAND the author's last name and first initial. The EXPAND or E command asks DIALOG to display all variations of the author's name. For example:†

```
E AU  DRUCKER, P
```

Ref	Items	Index-term
E1	2	AU=DRUCK, KALMAN B.
E2	4	AU=DRUCKER, MEYER
E3		*AU=DRUCKER, P
E4	8	AU=DRUCKER, PETER
E5	36	AU=DRUCKER, PETER F.
E6	1	AU=DRUCKER, RON
E7	1	AU=DRUCKER, WILLIAM L.
E8	1	AU=DRUD, ARNE
E9	1	AU=DRUGER, LEONARD N.
E10	1	AU=DRUGGE, S. E.
E11	1	AU=DRUM, DAVID
E12	3	AU=DRUM, ROBERT S.

†Because ONTAP ABI/INFORM contains only records from a five-month period, this example has been taken from file 15.

From the display, you may select the names appropriate to your search. We have chosen two variations, requesting them by the numbers from the EXPAND display:

```
SS E4-E5
```

```
1      46  E4-E5
           ES:AU=DRUCKER,P
```

Forty-six articles written by Peter Drucker are in set 1.

Limiting by time period

You can limit searches to a particular time period by three methods.

The first is by publication year. To limit a search on PEOPLES REPUBLIC OF CHINA to articles published in 1981, type:

```
SS PEOPLES REPUBLIC OF CHINA/DE AND PY=1981
```

```
2      38  PEOPLES REPUBLIC OF CHINA/DE
3    3383  PY=1981
4      13  2 AND 3
```

To limit the search to articles written between 1980 and 1981, type:*

```
SS S2 AND PY=1980:PY=1981
```

*All 38 records appear in both set 2 and set 6 (shown on next page) because file 215 contains only 1980 and 1981 records.

```
5   10844   PY=1980:PY=1981
6      38   2 AND 5
```

Second, you can limit a search to a particular update of the database. Updates are expressed as a four-digit number; the first two digits represent the year, the second two indicate the month. For example, to limit the PEOPLES REPUBLIC OF CHINA search to citations added to the file in January 1981 (81=year and 01=month), type:

```
SS S2 AND UD  8101
```

```
7   2400   UD=8101
8      3   2 AND 7
```

This technique is especially valuable if you want to limit to the most recent ABI/INFORM update. The most recent update always carries the update code 9999. To limit to the last month's citations, type:

```
SS S2 AND UD  9999
```

```
9   1996   UD=9999
10    10   2 AND 9
```

Third, you can limit a search to a range of accession numbers. ABI/INFORM accession numbers are eight-digit numbers: the first two digits indicate the year in which a record was added to the database. To limit the CHINA search in set 2 to records entering ABI/INFORM in 1981, type:

```
LIMIT 2 81000001-81999999
```

```
11      25  2/81000001-81999999
```

Limiting to specific journals

It sometimes may be useful to limit your search to a particular journal or set of journals. If, for example, you need a specific article on problem-solving, published in Training & Development Journal, type:

```
SS JC  STD AND PROBLEM SOLVING, DE
```

```
12      64  JC=STD
13      51  PROBLEM SOLVING/DE
14       3  12 AND 13
```

The journal name, journal code, CODEN and ISSN are searchable on DIALOG. All are listed in the Search INFORM user guide; an excerpt from The Complete Journals List of ABI/INFORM is shown in Appendix C. The journal code is the most reliable way to limit to a specific journal. This unique two- or three-letter journal code is assigned and remains the same even if the journal name, CODEN or ISSN changes.

Selection guidelines

Articles cited in the ABI/INFORM database are selected from more than 550 management and business journals worldwide. These are arranged by subject in Appendix B.

More than 300 source journals have been designated as "core" journals. They are indexed and abstracted from cover to cover. Only news items, letters to the editor, book reviews and regular columns are excluded.

Non-core journals are cited selectively, based on the judgment of the ABI/INFORM editorial staff. To be included in ABI/INFORM, a non-core journal article must meet the following criteria:

- It must contain meaningful management ideas or concepts. The primary focus of the database is on methods, techniques, tactics and strategies of value to managers and administrators.
- The information must be of lasting rather than passing value. For example, an article listing one week's stock prices for major insurance companies would not be cited; but an article discussing trends in insurance company stock prices would be included.
- The article must be one page or more in length.

Other services

To assist those who search ABI/INFORM, Data Courier offers a number of support services.

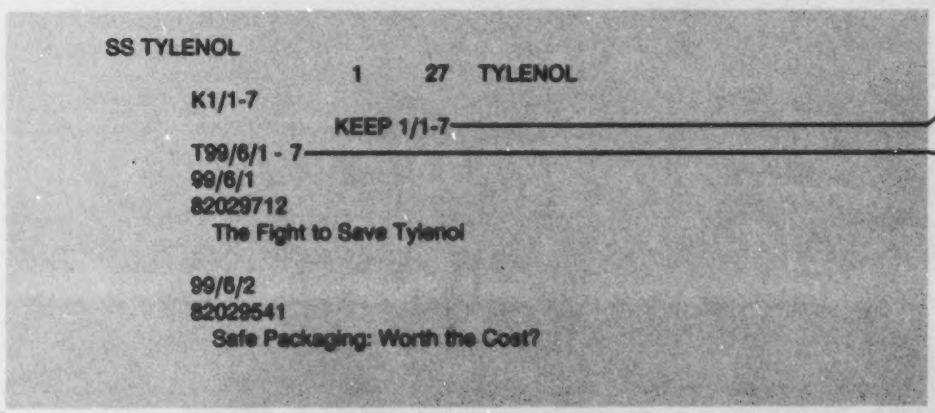
Article retrievals

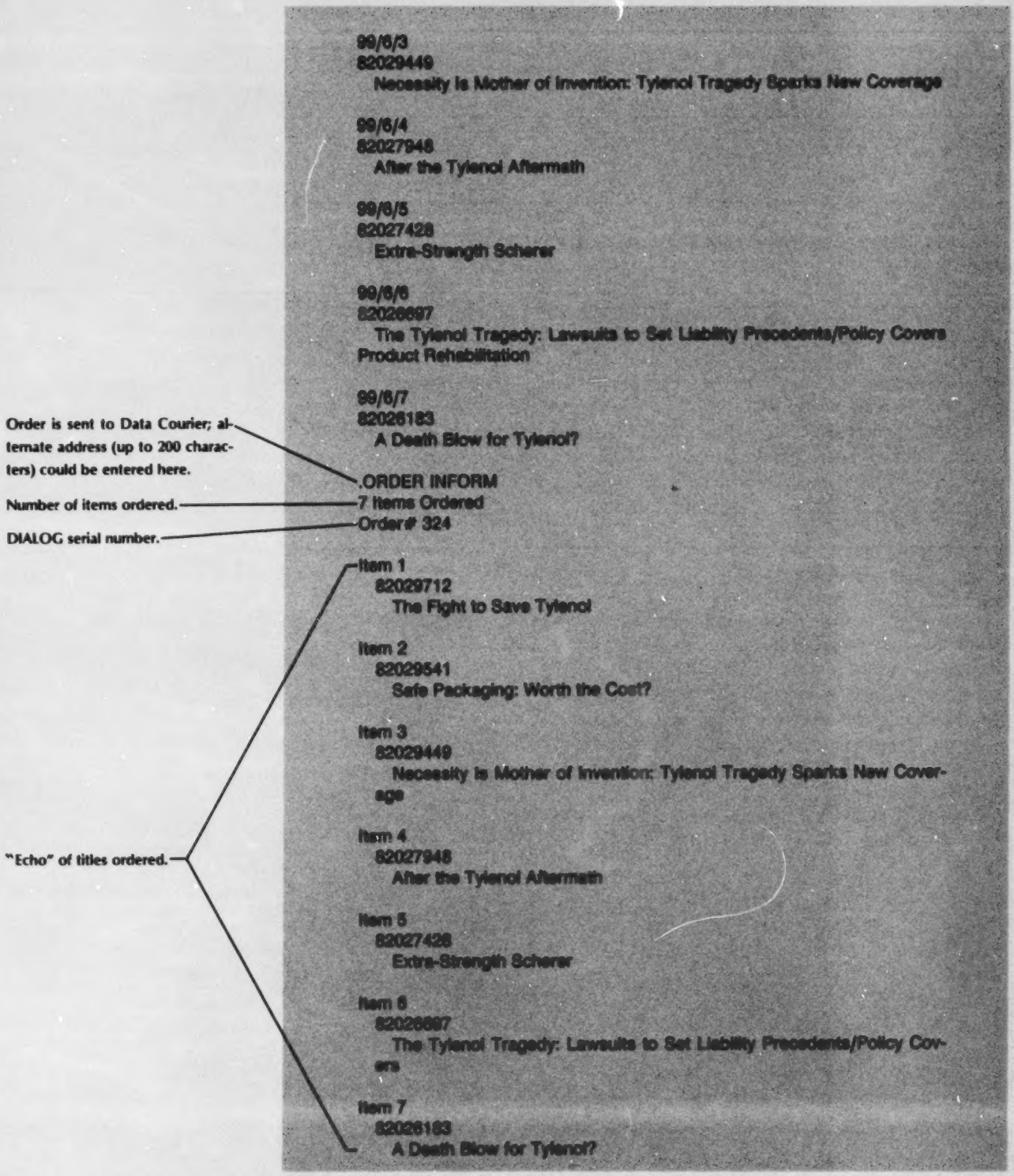
Many searchers need the full text of articles located during an online search. The full text of most articles cited in ABI/INFORM since January 1975 is available from Data Courier under agreement with the publishers. Data Courier pays all copyright royalties. You may place orders online, or by mail, phone or facsimile. Deposit account customers receive a reduced rate per article ordered. Call Data Courier's Article Retrievals Department at 800/626-2823 or 502/582-4111 for more information.

Online ordering

Full-text articles can be ordered online through DIALOG's DIALORDER system during or after a search. Although this feature does not operate in file 215, we have included instructions for ordering in file 15. To order:

- Enter the order while in the ABI/INFORM database (file 15).
- KEEP the item(s) of interest either by set number or accession number. This command transfers the record(s) to set 99; it is transmitted without your keying bibliographic information. The password mailing address will be used unless you enter special instructions.
- Key in .ORDER INFORM and the transaction is completed as illustrated below. (Be sure to place a period before ORDER INFORM.)




99/6/3
82029449
Necessity Is Mother of Invention: Tylenol Tragedy Sparks New Coverage
99/6/4
82027948
After the Tylenol Aftermath
99/6/5
82027428
Extra-Strength Scherer
99/6/6
82026697
The Tylenol Tragedy: Lawsuits to Set Liability Precedents/Policy Covers Product Rehabilitation
99/6/7
82026183
A Death Blow for Tylenol?
Order is sent to Data Courier; alternate address (up to 200 characters) could be entered here.
.ORDER INFORM
Number of items ordered.
7 Items Ordered
DIALOG serial number.
Order# 324
"Echo" of titles ordered.
Item 1
82029712
The Fight to Save Tylenol
Item 2
82029541
Safe Packaging: Worth the Cost?
Item 3
82029449
Necessity Is Mother of Invention: Tylenol Tragedy Sparks New Coverage
Item 4
82027948
After the Tylenol Aftermath
Item 5
82027428
Extra-Strength Scherer
Item 6
82026697
The Tylenol Tragedy: Lawsuits to Set Liability Precedents/Policy Covers
Item 7
82026183
A Death Blow for Tylenol?

Note: The KEEP command can operate with accession numbers, set numbers or selected record numbers within a set:

- KEEP 82029712 (places the record with accession number 82029712 into set 99)
- KEEP 1 (places all postings of set 1 into set 99)
- KEEP 1/1-2 (places records numbered 1 through 2 of set 1 into set 99).

Ordering by mail or facsimile

Full-text copies of original articles also can be ordered by mail or through facsimile transmission to Data Courier's Panafax MV-3000 digital facsimile transceiver. Because there are many models of facsimile machines, the best way to determine compatibility is a test transmission. Contact Data Courier to schedule a test. For more information about prices, deposit accounts or the availability of articles, call Data Courier at 800/626-2823 or 502/582-4111 or telex 204235.

Current awareness services

ABI/INFORM is an excellent tool for retrospective searching and can be used for current awareness services (also called SDI for Selective Dissemination of Information).

On DIALOG, you can enter search terms as a "profile" and then each month receive by mail the most recent citations in the database on your topic. The process is automatic once the profile has been entered. (The profile may be changed or deleted at any time.)

For illustration, suppose a financial officer is considering the possibility of adding gold-related investments to a pension plan portfolio and wants to keep up-to-date on that market. An ABI/INFORM SDI can provide the needed information.

The profile can be entered only in file 15. As shown below, type the search strategy, followed by a print command (select a format), and then END/SDI.

```
SS GOLD/DE AND (PRIC?/DE OR PREDICTIONS/DF OR FORECASTS/DF
OR TRENDS/DE)
                1     514   GOLD/DE
                2   14631   PRIC?/DE
                3    2769   PREDICTIONS/DF
                4    1152   FORECASTS/DF
                5    7202   TRENDS/DE
                6     201   1 AND (2 OR 3 OR 4 OR 5)
PRINT 6/5/1-25
Printed6/5/1-25 Estimated Cost: $7.60 (To cancel, enter PR-)
END/SDI
Serial#B4JV
```

Re: print command: Few SDIs generate more than 25 citations.

DIALOG assigns a serial number.

Search INFORM™

A comprehensive guide to searching ABI/INFORM, Search INFORM, is available from Data Courier. It features the 8,000-word Controlled Vocabulary, a rotated list of all terms in the vocabulary and the new classification system.

The second edition of Search INFORM includes:

- In-depth explanations of different system features offered by BRS, DIALOG, DATA-STAR, ESA-QUEST and SDC ORBIT
- A complete explanation of ABI/INFORM's editorial policies
- Extensive cross references
- Loose-leaf format with ample space for marginal notes.

To place your order, please see Appendix F or contact the Accounting Department at Data Courier. All orders must be prepaid.

Training

Learn INFORM™ is a training kit designed for new users learning to search the ABI/INFORM database and for experienced searchers wanting to sharpen their skills.

The step-by-step workbook includes exercises, search samples and a 28-minute audio cassette featuring a dialogue between an information specialist and end user. The kit allows individuals to learn at their own pace while helping them to build search strategies.

Learn INFORM continues to answer questions long after the initial training. Searchers can brush up on their search skills quickly with this unique training kit from ABI/INFORM. The Learn INFORM training package is $25 per set from Data Courier. Additional workbooks are available.

Group training

Data Courier has designed a unique training program for online user groups. It can be used without a Data Courier trainer at the session. When a group training program is scheduled, we provide:

- Free Learn INFORM workbooks
- A copy of the Learn INFORM audio cassette
- Two free passwords for online searching during the training program
- Toll-free WATS line access to a professional trainer during the training session.

This unique program is available for groups at little or no cost to the searchers or their organizations. Many have found this new training technique extremely valuable in improving online searching skills. Call Data Courier's Training Department for additional information and to schedule a group session in your area.

ABI/INFORM Journals List

The Complete Journals List of ABI/INFORM is published twice each year and is distributed free of charge. It includes an up-to-date list of all journals cited in the database, information about facsimile transmission and full-text article retrievals service, and a description of the business database. Contact Data Courier for a free copy.

Search assistance

Our toll-free WATS line, 800/626-2823, is staffed from 9 a.m. to 5 p.m. (Eastern time), Monday through Friday. Overseas inquiries may be sent by telex (204235) at any time.

Free newsletter

LOG/ON is Data Courier's free bimonthly newsletter. It will keep you posted on enhancements to the ABI/INFORM file, helpful search hints and search samples, training sessions and other news. Contact Data Courier's Marketing Department if you would like to receive LOG/ON.

Problems and Solutions

ONTAP ABI/INFORM problems are designed to help build search skills. New ABI/-INFORM searchers will want to begin with the first problem and work through the entire set. Experienced searchers may want to read through the problems before entering the ONTAP ABI/INFORM file. Suggested search strategies and explanations for each problem begin on page 40.

To use this section as a workbook with the ONTAP file, use the two-digit numbers assigned to each problem.

After reading each problem, enter your own strategy. If you want to compare your results with our recommended strategies and solutions, follow the example shown below for problem 01. Type:

```
SS AN  01
```

The system will respond:*

```
1      4  AN=01
```

To compare both results online, use the NOT feature explained on page 8 . NOT can be used to exclude either your results or the recommended results.

Excerpts from each section of the ABI/INFORM Controlled Vocabulary appear in Appendix D. These are valuable tools to use with the search problems in this section of the workbook. Please turn the page to begin the problems.

*Your set number may vary.

Problems

01 I'm writing a report about the Food and Drug Administration's investigation of food additives and regulations surrounding food additives. Can you find articles about the investigation?

02 The management committee is investigating the need for a program about executive or managerial stress. Next week, I have to give a report about its causes and effects. I need a better understanding of this topic.

03 Thomas Vanderslice, president of GTE, is speaking at a business meeting next week. I have to introduce him and need to know what he has written or what's been said about him during his presidency.

04 Productivity in our data processing department is down because of current employee turnover. Is this a common problem? What actions can we take?

05 Our firm needs to understand the laws in relation to workmen's compensation. Specifically, we want information on regulations, legislation and litigation.

06 Private firms are using various techniques to improve productivity. What methods have been used in the public sector?

07 I've been asked by the manager of our administrative services department to outline criteria for selecting a microcomputer or minicomputer. How do other organizations make decisions about choosing this equipment?

08 The human resources manager is considering instituting flextime in our production department. Can you help me find how other organizations have put this concept into practice and what they have learned?

09 I read an overview of the settlement between Iran and international banks shortly after the hostages were released. I think the magazine was Fortune. Can you find the article for me?

10 Our firm is studying the possible acquisition of a broadcasting company. What's the outlook for network and cable TV?

11 A task force is investigating our firm's marketing its products in Canada. We want information to help decide whether to manufacture our products in Canada or export finished goods. What are the similarities and differences in the economic conditions of the two countries?

12 Our pension investment committee is considering the purchase of stock in genetic engineering or biotechnology companies. Which firms are doing research in these areas or marketing products based on these technologies?

Solution 01

SOLUTION:
We selected the authorized term for Food and Drug Administration (FDA) from the Controlled Vocabulary and found that FOOD ADDITIVES is a controlled term.

HINT:
Since the client requested general information about all food additives, we chose the controlled term to cover the concept. If the client had wanted information about a specific additive, such as nitrates or nitrites, we would have chosen the more specific controlled term.

SS FDA/DF AND FOOD ADDITIVES/DE

1	16	FDA/DF
2	5	FOOD ADDITIVES/DE
3	4	1 AND 2

3/6/1
81004788
Food Safety and Risk/Benefit

3/6/2
81004536
FDA Regulation of Environmental Contaminants of Food

3/6/3
80022759
Some Food for Thought: Government Regulations and Your Diet

3/6/4
80020873
Another Checkup for Additives

3/4/4
80020873
Another Checkup for Additives
Anonymous
Chemical Week v127n16 PP: 29-37 Oct 22, 1980

The high costs of extensive testing have slowed the introduction of new additives so much that fewer than a dozen new ones have appeared in 2 decades. To compound the problem, the Food and Drug Administration (FDA) plans to publish soon a list of previously approved additives that now must face re-evaluation due to more precise measuring instruments now available for determining carcinogenicity. The flavors makers are most concerned with the potential costs of re-evaluation. The Delaney Clause is the regulatory policy most concerning to producers; it states that no substance causing cancer to humans or animals may be added to food. It poses severe amount-related limitations on FDA's powers to allow certain additives to be used. FDA is also working on changes in food labeling requirements. Much controversy is revolving currently around artificial sweeteners as well as color additives. Another problem area is found in preservatives that may be affected by the FDA review. Graphs. Tables.

Solution 02

SS MANAGERS/DF OR EXECUTIVES/DF

1	202	MANAGERS/DF
2	82	EXECUTIVES/DF
3	272	1 OR 2

SS STRESS/DF OR TENSION/DF

4	37	STRESS/DF
5	8	TENSION/DF
6	40	4 OR 5

SS S3 AND S6

7	8	3 AND 6

7/6/1
81006323
Work Role Transitions and Stress in Managers: Illustrations from the Clinic

7/6/2
81006322
Reactions to Redundancy: A First Test of a Response Typology

7/6/3
81006283
Getting Over Getting Fired

7/6/4
81004597
Coping with Managerial Stress

7/4/1
81006323
Work Role Transitions and Stress in Managers: Illustrations from the Clinic
Brewin, Chris
Personnel Review (UK) v9n3 PP: 27-30 Summer 1980

Work-role transitions such as promotions sometimes lead to stress. The study of case histories often can be useful in identifying circumstances that can result in stress. There are 4 components of the occupational role: 1. job requirements, 2. job expectations of employees, 3. job experience of the employees, and 4. job performance. There can be 2 problems for employees: 1. occupational role integration, when the employee perceives no discrepancies, and 2. differentiation, when the employee sees discrepancies in the aspects of the occupational role. The case studies identified work transition which was accompanied by ambiguity in the new job requirements. Each manager in the case studies had no clear standard of job performance. Each manager had high personal standards which, coupled with a lack of specific job requirements, created anxiety. Solutions include: 1. training courses, and 2. close supervision during the transition, emphasizing realistic goals. References.

SOLUTION:
We used /DF with each of the four controlled terms in this search. Page 17 discusses the use of /DF.

HINT:
For a more comprehensive search of this topic, we could have combined the classification code 2900 (administration and management personnel) with the classification code 4300 (employee problems).

Solution 03

SOLUTION:
We needed references to Vanderslice as reported by others or authored by him. Vanderslice is an unusual name, so we did not use the expand feature. Instead, we truncated his last name. To restrict the search to GTE, we searched the authorized company name.

HINT:
When seeking data about an individual as an author, search the author field. To find articles written about a person, search for the name with free-text techniques.

If a company name is an authorized term, enter it as it appears in the Controlled Vocabulary.

```
SS AU=VANDERSLICE? OR VANDERSLICE?
          1      2  AU=VANDERSLICE?
          2      1  VANDERSLICE?
          3      3  1 OR 2
SS S3 AND GENERAL TELEPHONE & ELECTRONICS-STAMFORD CONN/DE
          4      7  GENERAL TELEPHONE & ELECTRONICS-
                    STAMFORD CONN/DE
          5      2  3 AND 4

5/6/1
81003458
Moving GTE On Hold

5/6/2
80022329
Capital Recovery: A Critical Issue for the '80s

5/4/1
81003458
Moving GTE Off Hold
   McClenahen, John S.
   Industry Week v208n1 PP: 65-67 Jan 12, 1981
   General Telephone & Electronic Corp.'s (GTE) new president and chief operating officer, Dr. Thomas A. Vanderslice, contends that GTE offers great opportunities. GTE's telecommunications business is in an industry that will grow at 15% a year, and once it is deregulated, GTE will face additional opportunities in: 1. the terminal business, 2. telemail, and 3. nationwide data services. Other innovations, such as GTE's Micro-Fone credit authorization terminal, and Telenet, are examples of GTE's ability to marshal its resources, according to Vanderslice. However, to capitalize on its opportunities, better management is needed, particularly of its financial and people resources. Vanderslice is attempting to free up current limiting factors. A new kind of financial discipline requires the charting of operating units' performances against those of outside competitors. Vanderslice is also demanding a strict cash management program.
```

Solution

04

SS CC=5200 AND TURNOVER/DE

1	1333	CC=5200 (CN=COMMUNICATIONS & INFORMATION MANAGEMENT)
2	52	TURNOVER/DE
3	14	1 AND 2

3/2/1
81006253
Are Headhunters Responsible for Continued DP Turnover?
Upp, Scott
Infosystems v28n2 PP: 112 Feb 1981 CODEN: IFSYAF ISSN: 0364-5533 JRNL CODE: BAU
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Data processing; Recruitment; Employee turnover; Labor supply
CLASSIFICATION CODES: 5200 (CN=Communications & information management); 6100 (CN=Human resource planning); 1100 (CN=Economics)

3/2/2
81006002
Understanding Your Programmers
Anonymous
Modern Office Procedures v26n2 PP: 62-64 Feb 1981 CODEN: MDOPAW ISSN: 0026-8208 JRNL CODE: MOP
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Computer programming; Productivity; Turnover; Programmers
CLASSIFICATION CODES: 5200 (CN=Communications & information management)

3/2/3
81005724
Staff Turnover No Problem, Surveyed Managers Report/Turnover: Myth or Impediment to Managers?
Dooley, Ann; Laberis, Bill; Paul, Lois
Computerworld v15n8 PP: 1,4 Feb 23, 1981 CODEN: CMPWAB ISSN: 0010-4841 JRNL CODE: COW
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Data processing; Employee turnover; Surveys; Recruitment; Job satisfaction; Motivation
CLASSIFICATION CODES: 5200 (CN=Communications & information management); 6100 (CN=Human resource planning); 2500 (CN=Organizational behavior)

Continued on next page

SOLUTION:
We restricted this search to data processing departments with the classification code 5200 (communications & information management). We used TURNOVER with /DE to retrieve articles indexed with the controlled terms TURNOVER and EMPLOYEE TURNOVER.

HINT:
Classification codes can be used to create subsets of information in functional management areas. Specific codes capture precise concepts; when truncated, the codes broaden the search.

If the client's question had been restricted to turnover among the programming staff, we could have entered the controlled terms PROGRAMMERS and TURNOVER. Fewer articles would have been found.

The Related Controlled Terms list in Search INFORM clearly points out the impact of /DE.

3/4/3
81005724
Staff Turnover No Problem, Surveyed Managers Report/Turnover: Myth or Impediment to Managers?
Dooley, Ann; Laberis, Bill; Paul, Lois
Computerworld v15n8 PP: 1,4 Feb 23, 1981

A survey conducted by Computerworld has revealed that employee turnover among computer personnel may not be as bad as claimed. 73.3% of the 30 managers interviewed report little or no problem because of staff turnover. The group reports that staff turnover averaged only 13.5% at their installations last year, much lower than the 28-35% turnover rate commonly accepted as fact by the industry. However, 86.7% report having some difficulty in recruiting qualified personnel, and most say they often are forced to hire inexperienced staff, thus making an 8-month training period for new personnel not unusual. According to 60%, turnover does not greatly hamper operations. No one seems to know for sure whether computer employee turnover is a real impediment to productivity and work quality. A study by International Data Corp. indicates that turnover is considered a problem by less than 1/3 of respondents but that the problem may not be as important as once thought. A study by the University of Colorado reveals that computer professionals have a high need for learning and a rather low one for social interaction, and managers must learn to appeal to those motivations. Turnover appears to be less of a problem in high-performance firms.

Solution 05

SOLUTION:
Reviewing the Controlled Vocabulary, we learned that the authorized term for workmen's compensation is WORKERS COMPENSATION. Such changes in usage are common with business terminology.

We truncated the classification code 4300 (law) to include regulation, legislation and litigation.

SS WORKERS COMPENSATION/DE AND CC=43?

1	42	WORKERS COMPENSATION/DE
2	1314	CC=43?
3	17	1 AND 2

3/6/1
81005894
Florida's Unique Workers' Comp Program Survives a Stormy Debut

3/6/2
81005583
Nonforfeitability Above All

3/6/3
81004034
Oil: Firms Fear Spill Liability/Legislation May Relieve Oil Rigs' Costs

3/6/4
81003590
State Workers' Compensation at the Brink

Continued on next page

3/6/5
81002059
Reimbursement Provision Sidesteps Statute

3/6/6
81001333
Will Florida's Wage-Loss Law Prove a Trendsetter?

3/4/2
81005583
Nonforfeitability Above All
Lurie, Alvin D.
Pension World v17n2 PP: 51-57 Feb 1981
Recent developments under ERISA's Non-forfeitability Rule will impact substantially the design and management of qualified employee benefit plans. The Nachman decision is one in which the Supreme Court accepted the view that if a limitation-of-benefits clause were construed as a condition to the benefit itself, the failure of which would cause a forfeiture, such a clause would deprive the benefit of its requisite condition of non-forfeitability. In Caterpillar Tractor Co. v. Commissioner, the Tax Court reinforced the nexus between 100% vesting (non-forfeitability) and normal retirement age. Several cases have asserted that it is only the Non-forfeitability Rule that has made "bad boy" or non-competition clauses void. Other cases have given varying interpretations to Internal Revenue Rulings on offsets to pension benefits and the permissibility of offsetting worker's compensation benefits against those of qualified plans. References.

HINT:
To retrieve information only on court decisions, use the controlled term COURT DECISIONS, not the classification code 4330 (law), which is much broader.

When you use classification codes to search the full ABI/INFORM file, keep in mind that we have assigned many of the more specific classification codes only to citations entering the file after mid-1982. Truncation is a useful technique.

Solution 06

SS CC=9550 AND PRODUCTIVITY/DE
1 416 CC=9550 (CN=PUBLIC SECTOR)
2 312 PRODUCTIVITY/DE
3 16 1 AND 2

3/6/1
81006437
Public-Sector Productivity and Flexible Workhours: Testing Three Points of the Common Wisdom Re OD

3/6/2
81005512
Increasing Productivity and Morale in a Municipality: Effects of Organization Development

3/6/3
81004010
Personnel Challenges in the Eighties

Continued on next page

SOLUTION:
In this search, we combined the classification code 9550 (public sector) with the controlled term PRODUCTIVITY. Using /DE with PRODUCTIVITY includes the related controlled terms PRODUCTIVITY INCENTIVES and PRODUCTIVITY MEASUREMENT.

HINT:
Terms like QUALITY CIRCLES and PARTICIPATORY MANAGEMENT also can be searched to retrieve specific productivity enhancing techniques.

3/6/4
81003999
The Lakewood, Colorado Personnel System: Creating an Environment for Productivity

3/6/5
81003998
Productivity and Productivity Bargaining: The Environmental Context

3/4/2
81005512
Increasing Productivity and Morale in a Municipality: Effects of Organization Development

Paul, Christian F.; Gross, Albert C.

Jrnl of Applied Behavioral Science v17n1 PP: 59-78 Jan/Feb/Mar 1981

The Communications and Electrical Division of the City of San Diego, California, was studied in a year-long organization development project. The project goals were to increase productivity and to improve morale without allowing the achievement of one to interfere with the achievement of the other. The procedures of the intervention were: 1. personal interviews with all employees, 2. team-building workshops, 3. counseling, 4. process consultancy, and 5. training in management skills. Data on productivity, job satisfaction and customer satisfaction were collected both before and during the project. Productivity was measured by number of tasks performed and by time- and cost-efficiency. Job satisfaction was measured with surveys on absenteeism, turnover, and grievances filed. Customer satisfaction was assessed through mail and telephone surveys. Data from suitable comparison groups were collected for several of the dependent measures. The results strongly support the thesis that both productivity and morale can be increased by means of organization development techniques. Tables. Graphs. References.

Solution 07

SOLUTION:
The controlled terms MICROCOMPUTERS and MINICOMPUTERS are qualified with /DF. We included four controlled terms – SELECTION, BUYING, PURCHASING and EQUIPMENT ACQUISITION PLANNING – to represent the concept of selection criteria.

SS MICROCOMPUTERS/DF OR MINICOMPUTERS/DF

1	54	MICROCOMPUTERS/DF
2	74	MINICOMPUTERS/DF
3	116	1 OR 2

SS SELECTION/DF OR BUYING/DF OR PURCHASING/DF OR EQUIPMENT ACQUISITION PLANNING/DE

4	147	SELECTION/DF
5	13	BUYING/DF
6	91	PURCHASING/DF
7	20	EQUIPMENT ACQUISITION PLANNING/DE
8	248	4 OR 5 OR 6 OR 7

SS S3 AND S8

9	13	3 AND 8

Continued on next page

9/2/1
81005502
Minicomputers – More Power for Less Cost
Dimond, Barry
Accountancy (UK) v92n1049 PP: 56,58 Jan 1981 CODEN: ACTYAD ISSN: 0001-4664 JRNL CODE: ACE
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Minicomputers; Selection; Criteria; Equipment acquisition planning; Software; Floppy disks; Computer peripherals; Computer languages; Small business
CLASSIFICATION CODES: 5200 (CN=Communications & information management)

9/2/2
81005268
How to Buy a Micro
Ward, Maurice; Robson, Ian
Management Today (UK) PP: 110-122 Dec 1980 CODEN: MANTAI ISSN: 0025-1925 JRNL CODE: MTO
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Microcomputers; Decision making; Equipment acquisition planning; Disks (DP); Printers; Computer peripherals; Maintenance; Software; Software packages; Debugging; Suppliers
CLASSIFICATION CODES: 8650 (CN=Electrical & electronics industries); 5100 (CN=Facilities management)

9/2/3
81005218
Mini-Computers and the Small/Mid-Size Companies – Part I
Anonymous
Small Business Report v6n2 PP: 16-19 Feb 1981 JRNL CODE: SBR
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Small business; Minicomputers; Feasibility studies; Purchasing; Selection; Criteria; Costs
CLASSIFICATION CODES: 5200 (CN=Communications & information management)

9/4/2
81005268
How to Buy a Micro
Ward, Maurice; Robson, Ian
Management Today (UK) PP: 110-122 Dec 1980
Every computer system consists of hardware and software. The 4 constituent pieces of hardware are: 1. the central processor and resident memory, 2. storage files, 3. the screen, and 4. the printer. A standard package of software is less costly than specially designed software, although compromises or modifications may be needed. Good software should protect the operator against either logic or keying errors. Unlike its larger predecessors, the micro-computer does not require a special environment. The size of a computer should be checked in the light of possible future requirements. A vital step for a potential buyer is to visit several existing users, checking: 1. the setting-up procedure, 2. the closing-down procedure, and 3. copying and disk-testing facilities.

HINT:
Because the client wanted information specifically about microcomputers and minicomputers, we did not use the broader classification code 5300 (communications & information management).

Solution

08

SOLUTION:
The Controlled Vocabulary shows the authorized term for flextime is FLEXIBLE HOURS. Such variations in words are common in business terminology.

To locate articles about organizations which have tested flexible hours, we used the terms STUDIES, SURVEYS, CASE STUDIES and MANYCOMPANIES.

HINT:
Many business and management terms are not standardized. Always check the Controlled Vocabulary for the authorized form of a term before beginning a search.

SS FLEXIBLE HOURS/DE AND (STUDIES/DF OR SURVEYS/DF OR CASE STUDIES/DE OR MANYCOMPANIES/DF)

1	19	FLEXIBLE HOURS/DE
2	539	STUDIES/DF
3	248	SURVEYS/DF
4	1074	CASE STUDIES/DE
5	656	MANYCOMPANIES/DF
6	12	1 AND (2 OR 3 OR 4 OR 5)

6/2/1
81006437
Public-Sector Productivity and Flexible Workhours: Testing Three Points of the Common Wisdom Re OD
Golembiewski, Robert T.
Southern Review of Public Administration v4n3 PP: 324-339 Dec 1980 JRNL CODE: SRP
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Public sector; Organization development; Intervention; Flexible hours; Applications; Productivity; Studies; Behavior
CLASSIFICATION CODES: 9550 (CN=Public sector); 2500 (CN=Organizational behavior); 6400 (CN=Employee benefits & compensation)

6/2/2
81005441
Why Flexitime Is Spreading
Anonymous
Business Week v2676(Industrial Edition) PP: 46J,46N-46O Feb 23, 1981 CODEN: BUWEA3 ISSN: 0007-7135 JRNL CODE: BWE
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Flexible hours; Work hours; Personnel policies; Manycompanies
CLASSIFICATION CODES: 6400 (CN=Employee benefits & compensation); 6100 (CN=Human resource planning)

6/2/3
81004433
The Positive Impact of Flexitime on Employee Relations
Curry, Talmer E., Jr.; Naerer, Deane N.
Personnel Administrator v26n2 PP: 62-66 Feb 1981 CODEN: PEADAY ISSN: 0031-5729 JRNL CODE: PAD
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Flexible hours; Programs; Case studies; Surveys; Feedback; Supervisors; Employees

Continued on next page

CLASSIFICATION CODES: 6400 (CN=Employee benefits & compensation); 9110 (CN=Company specific)

6/4/2
81005441
Why Flexitime Is Spreading
Anonymous
Business Week v2676(Industrial Edition) PP: 46J,46N-46O Feb 23, 1981
This spring, under the auspices of the White House Conference on Families Business Task Force and the Conference Board, around 200 corporate personnel executives will meet to share what they are doing to promote flexible schedules. Flexitime has proven to be almost as beneficial to the corporation as to the family. Currently, 12%-16% of all US firms offer flexitime. Flexitime is an alternative to the standard 8-hour, 5-day, 9-5 work schedule. Flexitime evolved in response to the needs of married women workers. Although certain "core" hours are required, free choice of working time is allowed for the remainder of the working day. Corporations using flexitime have found that it pays off by providing: 1. higher productivity, 2. lower turnover, and 3. better employee morale. Organized labor encourages flexitime in collective bargaining. Setting up flexitime entails little cost, but careful planning is vital, as is its acceptance by front-line supervisors.

Solution 09

SS JC=FOR AND CC=81? AND IRAN/DF

1	117	JC=FOR
2	1045	CC=81?
3	12	IRAN/DF
4	1	1 AND 2 AND 3

4/2/1
81005225
The Iran Deal Doesn't Look Bad
Nickel, Herman
Fortune v103n4 PP: 57-59 Feb 23, 1981 CODEN: FORTAP ISSN: 0015-8259 JRNL CODE: FOR
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Iran; Hostages; Negotiations; Agreements; Banks; Banking industry; Claims; Settlement
CLASSIFICATION CODES: 8100 (CN=Financial services industry)

SOLUTION:
We used the journal code to specify Fortune magazine. By truncating the classification code 8100 (financial services industry), we searched a broad section of the file. IRAN is an authorized term, which helped focus this search on the particular article the client wanted.

HINT:
We could have been sidetracked by the references to "overview" or "international banks." These concepts are searchable easily in ABI/INFORM, but finding a specific article about Iran in Fortune did not require them.

Continued on next page

4/4/1
81005225
The Iran Deal Doesn't Look Bad
Nickel, Herman
Fortune v103n4 PP: 57-59 Feb 23, 1981
The release of the American hostages from Iran was followed by a controversy over the complex financial deal that brought them freedom. The legal battles have just started. US banks and nearly 3,000 corporations have a multibillion-dollar stake in the struggle over unresolved claims and the promised return by the US of $3 billion-$4 billion in frozen Iranian assets. It appears that the US has won as much as it could expect under the circumstances. The Reagan Administration seems to have decided not to repudiate the bargain struck by Carter. However, efforts to implement the agreement will draw court challenges and the results of these cases are crucial for many companies and banks. Whatever the outcome, the assets agreement will leave some groups better off than others. The big winners are those banks in which Iranian funds were frozen. Satisfaction is likely to be difficult for corporations or individuals with contract or expropriation claims.

Solution 10

SOLUTION:
We used the terms TELEVISION and CABLE TV and the concepts the client provided; but we also selected other Controlled Vocabulary terms to ensure thorough retrieval. Included were TELEVISION BROADCASTING, CABLE TELEVISION INDUSTRY, PAY CABLE TV and SUBSCRIPTION TELEVISION. In addition, we used the terms TRENDS, PREDICTIONS and FORECASTS to locate overview or outlook articles.

HINT:
Our indexers assign the most specific available controlled terms. It's not unusual for them to assign several controlled terms to define a single concept.

SS TELEVISION/DF OR TELEVISION BROADCASTING/DE OR CABLE TV/DE OR CABLE TELEVISION INDUSTRY/DE OR PAY CABLE TV/DE OR SUBSCRIPTION TELEVISION/DE

1	50	TELEVISION/DF
2	17	TELEVISION BROADCASTING/DE
3	44	CABLE TV/DE
4	1	CABLE TELEVISION INDUSTRY/DE
5	7	PAY CABLE TV/DE
6	1	SUBSCRIPTION TELEVISION/DE
7	99	1 OR 2 OR 3 OR 4 OR 5 OR 6

SS TRENDS/DF OR PREDICTIONS/DF OR FORECASTS/DF

8	321	TRENDS/DF
9	228	PREDICTIONS/DF
10	111	FORECASTS/DF
11	602	8 OR 9 OR 10

SS S7 AND S11

12	14	7 AND 11

12/2/1
81005419
Another Watershed Year for Cable
Gelband, Ned
Marketing & Media Decisions v16n2 PP: 84,86 Feb 1981 CODEN: MEDEDM ISSN: 0195-4296 JRNL CODE: MED
DOC TYPE: Journal Paper LANGUAGE: English

Continued on next page

AVAILABILITY: ABI/INFORM
DESCRIPTORS: Cable TV; Growth; Trends; Pay cable TV; Television broadcasting; Communications satellites; Radio systems (TC)
CLASSIFICATION CODES: 8330 (CN=Broadcasting & telecommunications)

12/2/2
81005418
Mediology - Facing the Challenge of the 1980's
Papazian, Ed
Marketing & Media Decisions v16n2 PP: 80-84 Feb 1981 CODEN: MEDEDM ISSN: 0195-4296 JRNL CODE: MED
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Newspapers; Circulation; Trends; Losses; Television broadcasting; Growth
CLASSIFICATION CODES: 8690 (CN=Publishing industry); 8330 (CN=Broadcasting & telecommunications)

12/2/3
81002007
Changes and Challenges: The Outlook for Independent Television
Brittan, Leon
Advertising (UK) n65 PP: 32-34 Autumn 1980 CODEN: ADQUAR ISSN: 0001-8961 JRNL CODE: ADQ
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Television advertising; Independent; Changes; Technological change; Television broadcasting; UK; Regulation; Predictions
CLASSIFICATION CODES: 7200 (CN=Advertising); 5400 (CN=Research & development); 8330 (CN=Broadcasting & telecommunications); 4300 (CN=Law)

12/4/1
81005419
Another Watershed Year for Cable
Gelband, Ned
Marketing & Media Decisions v16n2 PP: 84,86 Feb 1981
During the past 12 months, the total domestic cable subscriber base increased from 16 to 19.3 million. This growth may surpass 22.6 million by the end of 1981. The number of local systems selling local adjacencies should grow significantly due to the influence of: 1. the newly formed CTVB, 2. better organization of regional selling apparatus, and 3. development of satellite-distributed programming at the basic level, with commercial incentives to the local system. Audience measurement facilities would make a great contribution to advertisers and to the industry's growth in 1981. In 1980, regular program delivery by satellite was utilized by radio. RKO expanded its satellite-delivered feeds to almost 200 stations in 1980, and may reach 250 stations by 1981's end. Blair Radio is experimenting with live concert feeds, ultimately using a satellite-fed network on a lease buy-back arrangement. Also in 1981, a total of 4 communications satellites are to be launched, bringing the total to 12, both broadcast and cable.

Solution 11

SOLUTION:
Because classification codes provide fast access to business climate data, we truncated the classification code 1100 (economics) to get a broad segment of relevant data.

In the geographic terms section of the Controlled Vocabulary, we found the country names US and CANADA.

Note that our editors assign the controlled term US only in certain situations, such as when the article compares the United States with other countries.

Our results were articles that discussed economic conditions in both countries. If you want articles that discuss one country or the other, use OR to combine US with CANADA.

HINT:
Reviewing our results, we saw that many articles to which the controlled terms US and CANADA were assigned cover other countries, too. Generally, it's a good idea to review titles and index terms online before printing the full citations.

SS CC=11? AND CANADA/DF AND US/DF

1	2083	CC=11?
2	307	CANADA/DF
3	154	US/DF
4	13	1 AND 2 AND 3

4/2/1
81005682
A Firmer Hand for the Future/Will Ottawa Hear the Message?
Cook, Peter
Executive (Canada) v23n2 PP: 21-23 Feb 1981 ISSN: 0014-4509 JRNL CODE: EXE
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: US; Monetary policy; Effects; Canada; Economic conditions
CLASSIFICATION CODES: 1100 (CN=Economics)

4/2/2
81005347
Wages, Costs and Prices
Anonymous
OECD Economic Outlook (France) n28 PP: 40-53 Dec 1980 CODEN: OEEOA8 ISSN: 0474-5574 JRNL CODE: OEC
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: OECD; Manycountries; Consumer; Prices; Commodity prices; Labor costs; Wages & salaries; Price level changes; US; Japan; Germany; France; UK; Italy; Canada; Energy; Oil; Prices; Price increases; Inflation
CLASSIFICATION CODES: 1100 (CN=Economics); 3400 (CN=Investment analysis); 6400 (CN=Employee benefits & compensation); 1500 (CN=Energy/Environment); 8510 (CN=Petroleum industry)

4/2/3
81005345
Domestic Developments: Demand, Output and Employment
Anonymous
OECD Economic Outlook (France) n28 PP: 13-28 Dec 1980 CODEN: OEEOA8 ISSN: 0474-5574 JRNL CODE: OEC
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: OECD; US; Japan; Germany; France; UK; Italy; Canada; Economic conditions; Forecasts; Demand; Output; Employment; GNP; GDP; Industrial; Production; Unemployment; Manycountries
CLASSIFICATION CODES: 1100 (CN=Economics)

Continued on next page

4/4/1
81005682
A Firmer Hand for the Future/Will Ottawa Hear the Message?
Cook, Peter
Executive (Canada) v23n2 PP: 21-23 Feb 1981

In the beginning of 1981, the signals that business has been receiving about the economy have been mixed with signs of distress and positive developments. While business is feeling pinched, the arrival of the Reagan Administration has generated a wave of enthusiasm and optimism. The financial markets are looking for clear signs that the administration will do something serious about inflation. Changes might come quickly, with strong signals in the 4 key areas of taxation, energy, defense, and monetary policy. It is uncertain how tough the Reagan Administration is prepared to be. As the Reagan Administration takes over and implements supply-side economics, there may be plenty of confusion. What is certain is that US financial policy will have an overwhelming impact on Canada. Both Ottawa and Washington need a good deal more fiscal discipline. Canadian business must be concerned with the divergence that is shaping up between the policies followed in Washington and Ottawa. Perhaps Canada should pay more attention to Reagan's pro-investment and anti-consumption policies. Graph. Tables.

Solution 12

SS (BIO/DF AND TECHNOLOGY/DF) OR GENETIC ENGINEERING/DE

1	10	BIO/DF
2	160	TECHNOLOGY/DF
3	12	GENETIC ENGINEERING/DE
4	13	(1 AND 2) OR 3

SS S4 AND (MANYCOMPANIES/DF OR CC=9110)

5	656	MANYCOMPANIES/DF
6	1110	CC=9110 (CN=COMPANY SPECIFIC)
7	6	4 AND (5 OR 6)

7/2/1
81006463
Sowing the Seeds - Research, Development Flourish at DeKalb, Pioneer Hi-Bred
Davenport, Caroline H.
Barron's v61n9 PP: 9-10,33 Mar 2, 1981 CODEN: BRNSAD ISSN: 0005-6073
JRNL CODE: BAR
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Genetic engineering; Seeds; Sales; Markets; Market shares; Research; Agricultural; R&D; Case studies
CLASSIFICATION CODES: 5400 (CN=Research & development); 7000 (CN=Marketing); 8400 (CN=Agricultural industries); 9110 (CN=Company specific)

Continued on next page

SOLUTION:
We combined the controlled terms BIO and TECHNOLOGY to represent the biotechnology concept. The /DF qualifier allowed us to exclude records to which our editors have assigned such concepts as TECHNOLOGY TRANSFER or APPROPRIATE TECHNOLOGY. The controlled term GENETIC ENGINEERING also was included.

The classification code 9110 (company specific/case studies) and the term MANYCOMPANIES retrieve articles that review the activities of individual firms.

HINT:
For searches about more established industries, we could search by classification codes in the 8000 series (industry and markets).

The use of "combining" terms in the Controlled Vocabulary allows the indexers to assign terms to articles on new topics.

7/2/2
81005677
The Growth Industry
Tamarkin, Bob
Forbes v127n5 PP: 90-94 Mar 2, 1981 CODEN: FORBA5 ISSN: 0015-6914 JRNL CODE: FBR
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: Agricultural production; Farming; R&D; Fertilizers; Genetics; Genetic engineering; Innovations; Manycompanies
CLASSIFICATION CODES: 8400 (CN=Agricultural industries); 5400 (CN=Research & development); 8640 (CN=Chemical industry)

7/2/3
81005599
High Tech Investing
Nevans, Ronald
Financial World v150n4 PP: 16-19,22-23 Feb 15, 1981 CODEN: FIWOAR ISSN: 0015-2064 JRNL CODE: TWO
DOC TYPE: Journal Paper LANGUAGE: English
AVAILABILITY: ABI/INFORM
DESCRIPTORS: High; Technology; Manycompanies; Cable TV; CAD; CAM; Robots; Solar energy; Genetic engineering
CLASSIFICATION CODES: 8330 (CN=Broadcasting & telecommunications); 5300 (CN=Production management); 1500 (CN=Energy/Environment); 5400 (CN=Research & development)

7/4/2
81005677
The Growth Industry
Tamarkin, Bob
Forbes v127n5 PP: 90-94 Mar 2, 1981
The world could soon be facing a food shortage unless US agriculture can again increase its productivity. Much promise lies in genetic engineering, and research is being conducted at universities, corporations, and entrepreneurial companies. Some of the firms involved in genetic research are: 1. Dow Chemical, 2. Monsanto, 3. Du Pont, 4. Stauffer, and 5. Eli Lilly & Co. Two near-term promises of genetic engineering are nitrogen-fixing and plant growth regulants. By using genetics, researchers hope to increase the $10 billion annual soybean crop and save $2 billion on the nitrogen fertilizer bill. Plant regulants are an advance of chemical technology that can alter a plant's growth and quality. Hydroponics is a process of growing plants in water instead of soil, and Whittaker Corp., Control Data Corp., and General Mills already are producing lettuce using this method. DEKALB and Pioneer Hi-Bred International are 2 companies using the traditional selective breeding of livestock and seed hybridization. Shell, Atlantic Richfield, Occidental Petroleum, and IT&T have entered the agriculture field by buying seed companies. Graphs. Illustrations. Table.

Logging on and logging off procedures

Appendix A

This section reviews log on and log off protocols. It is designed for practicing basic search skills.

You need the following in order to connect with DIALOG:

- Terminal
- Telephone modem (or coupler)
- DIALOG password
- Network phone number for your area.

You can connect your terminal to DIALOG through three telecommunication networks in the United States. Local telephone numbers for TELENET, TYMNET and UNINET are in the DIALOG Guide to Searching or can be obtained from DIALOG customer service at 800/227-1960. (If you are located outside the United States, consult DIALOG customer service for log on instructions in your area.)

To connect to DIALOG, first set your terminal to full duplex. Then refer to the directions on pages 56-58, when using one of the telecommunications networks.

A few hints on protocol

The DIALOG system uses a ? to "prompt" or ask for new instructions. After the ?, you must give the system a "command," instructing it to accomplish a task for you.

To tell the system that you have completed the instructions, you must press the carriage return. DIALOG will wait patiently until you press the carriage return.

Logging on through TELENET

- Dial TELENET; wait for high-pitched tone, then place phone in modem. Hit carriage return two times.
- TELENET will ask for your terminal identifier.

```
terminal =
```

- Type terminal identifier.* Press carriage return.
- TELENET will ask for the "address" of the system you want to use.

```
@
```

- Type C 415 20 or C 415 48 or C 213 170 and then press carriage return.
- TELENET will respond with verification of your connection. Example:

```
415 48 connected
```

- DIALOG requests your password:

```
enter your DIALOG password
```

- Type password and press carriage return. (Your password will be masked automatically for your protection.)
- DIALOG prints a log on message, news and a prompt signal:

```
?
```

- Type BEGIN 215 to enter the ONTAP ABI/INFORM database.

Logging off through TELENET

- Type LOGOFF. Press carriage return.

*If you don't know your terminal identifier, call DIALOG or TELENET (800/336-0437) for this information.

Logging on through TYMNET

- Dial TYMNET; wait for high-pitched tone, then place phone in modem.
- TYMNET will signal with message:

```
please type your terminal identifier*
```

- (Or it may type a line of stray characters.)
- Type terminal identifier. (Most terminals use letter A or E for identifier.)
- TYMNET will respond:

```
please log in:
```

- Type DIALOG and then press carriage return.
- TYMNET will respond:

```
tc host is online
```

- DIALOG requests your password.

```
enter your DIALOG password:
```

- Type password and press carriage return. (Your password will be masked automatically for your protection.)
- DIALOG prints a log on message, news and a prompt signal:

```
?
```

- Type BEGIN 215 to enter the ONTAP ABI/INFORM database.

Logging off through TYMNET

- Type LOGOFF. Press carriage return.

*If you don't know your terminal identifier, call DIALOG or TYMNET (800/336-0149) for this information.

Logging on through UNINET

- Dial UNINET; wait for high-pitched tone, then place phone in modem.
- UNINET will signal with stray characters.
- Press carriage return and type a period ".", then press carriage return again.
- UNINET will respond with a UNINET banner:

```
UNINET PAD XXXXX PORT YY SERVICE:
```

- Type DLG and then press carriage return.
- UNINET will confirm system connection:

```
XXXX YYY CONNECTED TO ZZZZZZZZ
```

- DIALOG requests your password:

```
enter your DIALOG password
```

- Type password and press carriage return. (Your password will be masked automatically for your protection.)
- DIALOG prints a log on message, news and a prompt signal:

```
?
```

- Type BEGIN 215 to enter the ONTAP ABI/INFORM database.

Logging off through UNINET

- Type LOGOFF. Press carriage return.

Journals List

Alphabetical by subject category

Appendix B

Accounting & Auditing

Abacus (Australia)
Accountancy (UK)
Accountant (Netherlands)
Accounting Review
Accounting, Organizations & Society (UK)
CA Magazine (Canada)
Cost & Mgmt (Canada)
CPA Jrnl
Government Accountants Jrnl
Interface: Administrative & Accounting
Internal Auditor
International Jrnl of Government Auditing
Jrnl of Accountancy
Jrnl of Accounting & Economics (Netherlands)
Jrnl of Accounting Research
Jrnl of Accounting, Auditing & Finance
Jrnl of Business Finance & Accounting (UK)
Management Accounting
Management Accounting (UK)
Massachusetts CPA Review
National Public Accountant
Ohio CPA Jrnl
Practical Accountant
Price Waterhouse Review
Taxation for Accountants
WG&L Accounting News
Wirtschaftspruefung (Germany)
Woman CPA

Advertising, Marketing & Sales Mgmt

Absatzwirtschaft (Germany)
Advertising Age
Agency Sales Magazine
American Demographics
American Salesman
Bank Marketing
Chain Store Age Executive
Direct Marketing
Discount Merchandiser
European Jrnl of Marketing (UK)
Incentive Marketing
Industrial Distribution
Industrial Marketing
Industrial Marketing Mgmt
Japan Marketing/Advertising (Japan)
Jrnl of Advertising
Jrnl of Advertising (UK)
Jrnl of Advertising Research
Jrnl of Consumer Affairs
Jrnl of Consumer Research
Jrnl of Marketing
Jrnl of Marketing Research
Jrnl of Retailing
Jrnl of the Academy of Marketing Science
Jrnl of the Market Research Society (UK)
Marketing & Media Decisions
Marketing (UK)
Marketing Communications
Marketing News
Marketing Times
Marketing: Zeitschrift fuer Forschung und Praxis (Germany)
Public Relations Jrnl
Public Relations Qtrly
Public Relations Review
Qtrly Review of Marketing (UK)
Retail & Distribution Mgmt (UK)
Revue Francaise du Marketing (France)
Sales & Marketing Mgmt
Sales & Marketing Mgmt in Canada (Canada)
Zip

Economic Conditions

American Demographics
Arizona Business
Arkansas Business & Economic Review
Barclays Review (UK)
Business & Economic Review
Business America
Business Review (Federal Reserve Bank of Philadelphia)
Business Review (Wells Fargo Bank)
Chase Economic Observer
China Business Review
Economic Outlook USA
Economic Perspectives (Federal Reserve Bank of Chicago)
Economic Review (Federal Reserve Bank of Atlanta)
Economic Review (Federal Reserve Bank of Cleveland)
Economic Review (Federal Reserve Bank of Dallas)
Economic Review (Federal Reserve Bank of Kansas City)

Economic Review (Federal Reserve Bank of Richmond)
Federal Reserve Bank of Minneapolis Qtrly Review
Federal Reserve Bank of New York Qtrly Review
Federal Reserve Bank of St. Louis Review
Illinois Business Review
Indiana Business Review
Lloyds Bank Review (UK)
Manufacturers Hanover Economic Report
Midland Bank Review (UK)
Mitsubishi Bank Review (Japan)
Montana Business Qtrly
Monthly Labor Review
National Institute Economic Review (UK)
New England Business
New England Economic Review (Federal Reserve Bank of Boston)
NFIB Qtrly Economic Report for Small Business
OECD Economic Outlook (France)
Texas Business Review
World Economy (UK)

Economic Theory

Jrnl of Money, Credit & Banking
ACES Bulletin (Assn for Comparative Economic Studies)
American Economic Review
American Economist
American Jrnl of Economics & Sociology
Antitrust Law & Economics Review
Applied Economics (UK)
Atlantic Economic Jrnl
Bell Jrnl of Economics
Bulletin of Economic Research (UK)
Business Economics
Canadian Jrnl of Economics (Canada)
Carnegie-Rochester Conference Series on Public Policy (Netherlands)
Challenge
Economic Development & Cultural Change
Economic Inquiry
Economic Jrnl (UK)
Economist (Netherlands)
Engineering Costs & Production Economics (Netherlands)
European Economic Review (Netherlands)
George Washington Jrnl of International Law & Economics
Growth & Change
International Economic Review
International Jrnl of Social Economics (UK)
Jrnl of Accounting & Economics (Netherlands)
Jrnl of Developing Areas
Jrnl of Development Economics (Netherlands)
Jrnl of Econometrics (Netherlands)
Jrnl of Economic Dynamics & Control (Netherlands)
Jrnl of Economic Issues
Jrnl of Economic Literature
Jrnl of Economics & Business (Temple Univ)
Jrnl of Environmental Economics & Mgmt
Jrnl of Financial Economics (Netherlands)
Jrnl of Industrial Economics (UK)
Jrnl of International Economics (Netherlands)
Jrnl of Labor Research
Jrnl of Macroeconomics
Jrnl of Mathematical Economics (Netherlands)
Jrnl of Monetary Economics (Netherlands)
Jrnl of Political Economy
Jrnl of Public Economics (Netherlands)
Jrnl of Transport Economics & Policy (UK)
Land Economics
Nebraska Jrnl of Economics & Business
New England Jrnl of Business & Economics
Oxford Bulletin of Economics & Statistics (UK)
Qtrly Review of Economics & Business
Regional Science & Urban Economics (Netherlands)
Review of Business & Economic Research
Review of Economics & Statistics (Netherlands)
Review of Regional Economics & Business
Scandinavian Jrnl of Economics (Sweden)
Southern Economic Jrnl
Southwest Business & Economic Review
Studies in Economic Analysis

Data Processing & Information Mgmt

ARMA Records Mgmt Qtrly
Bank Systems & Equipment
Bit (Germany)
Buero & EDV (Germany)
Bulletin du CIMAB (France)
Bulletin of ASIS
Canadian Datasystems (Canada)
Computer Decisions
Computer Networks (Netherlands)
Computers & Industrial Engineering
Computers & Operations Research (UK)
Computers in Industry
Computerworld
Computing Canada (Canada)
Data Communications
Data Mgmt
Datamation
EDP Performance Review
IBM Systems Jrnl
IEEE Spectrum
IEEE Transactions on Professional Communication
IEEE Transactions on Software Engineering
IMC Jrnl
Informatie (Netherlands)
Information & Mgmt (Netherlands)
Information & Records Mgmt
Information Processing & Mgmt (UK)
Information Processing Letters (Netherlands)
Information Technology & Libraries

Informatique & Gestion (France)
Infosystems
Interface Age
Interface: Administrative & Accounting
Interface: Banking Industry
Interface: Data Processing Mgmt
Interface: Insurance Industry
Interface: Manufacturing & Engineering
International Jrnl of Computer & Information Sciences
Jrnl of Information Mgmt
Jrnl of Information Science Principles & Practice (Netherlands)
Jrnl of Micrographics
Jrnl of Systems & Software (Netherlands)
Jrnl of Systems Mgmt
Jrnl of the ASIS
Microprocessing & Microprogramming (Netherlands)
Mini-Micro Systems
Modern Office (Australia)
Modern Office Procedures
Office
Office Mgmt (Germany)
Small Business Computers Magazine
Small Systems World
Systems International (UK)
Videodisc/Videotex
Viewpoint
Word Processing & Information Systems

Finance & Investments

Jrnl of Business Finance & Accounting (UK)
Barron's
Cash Flow
Commodities: The Magazine of Futures Trading
Commodity Jrnl
Credit & Financial Mgmt
Credit World
Euromoney (UK)
Finance & Development
Financial Analysts Jrnl
Financial Executive
Financial Market Trends (France)
Financial Mgmt
Financial Planning Today
Financial World
Governmental Finance
Healthcare Financial Mgmt
Institutional Investor
Jrnl of Accounting, Auditing & Finance
Jrnl of Banking & Finance (Netherlands)
Jrnl of Finance
Jrnl of Financial & Quantitative Analysis
Jrnl of Futures Markets
Jrnl of Portfolio Mgmt
Managerial Finance (UK)
Money
Pension World
Pensions & Investment Age
Public Finance Qtrly
Securities Regulation Law Jrnl

Law & Taxation

American Business Law Jrnl
Antitrust Bulletin
Antitrust Law & Economics Review
Australian Business Law Review (Australia)
Banking Law Jrnl
Business Lawyer
BYU Law Review
California Law Review
Canadian Business Law Jrnl (Canada)
Corporation Law Review
Employee Relations Law Jrnl
Estate Planning
George Washington Jrnl of International Law & Economics
Harvard Law Review
Industrial Relations Law Jrnl
International Tax Jrnl
Issues in Bank Regulation
Jrnl of Corporate Taxation
Jrnl of Pension Planning & Compliance
Jrnl of Products Liability
Jrnl of Real Estate Taxation
Jrnl of Taxation
Jrnl of World Trade Law (UK)
Michigan Law Review
National Contract Mgmt Jrnl
National Tax Jrnl
Real Estate Law Jrnl
Review of Taxation of Individuals
San Diego Law Review
Securities Regulation Law Jrnl
Syracuse Jrnl of International Law & Commerce
Tax Adviser
Tax Executive
Tax Law Review
Tax Lawyer
Tax Mgmt International Jrnl
Tax Review
Taxation for Accountants
Texas Law Review
Trusts & Estates
UCLA Law Review
Uniform Commercial Code Law Jrnl
University of Chicago Law Review
Virginia Law Review
Yale Law Jrnl

Human Resource Mgmt

Adherent
Arbitration Jrnl
Benefits International (UK)
British Jrnl of Industrial Relations (UK)
Compensation Review
EEO Today
Employee Benefit Plan Review
Employee Benefits Jrnl
Employee Relations Law Jrnl
Fortschrittliche Betriebsfuehrung und Industrial Engineering (Germany)
Group & Organization Studies
Human Relations
Human Resource Mgmt
Industrial & Labor Relations Review
Industrial Relations
Industrial Relations Law Jrnl
International Jrnl of Manpower (UK)
International Labour Review (Switzerland)
Jrnl of Applied Behavioral Science
Jrnl of Applied Psychology
Jrnl of Collective Negotiations in the Public Sector
Jrnl of European Industrial Training (UK)
Jrnl of Human Resources
Jrnl of Labor Research
Jrnl of Occupational Psychology (UK)
Jrnl of Organizational Behavior Mgmt
Jrnl of Pension Planning & Compliance
Manpower Jrnl (South Africa)
Organization Studies
Organizational Behavior & Human Performance
Organizational Dynamics
Pension World
Pensions & Investment Age
Personnel
Personnel Administrator
Personnel Jrnl
Personnel Mgmt (UK)
Personnel Psychology
Personnel Review (UK)
Public Personnel Mgmt
REFA-Nachrichten (Germany)
Training
Training & Development Jrnl

Public Administration

International Jrnl of Government Auditing
American Review of Public Administration
Bureaucrat
Government Accountants Jrnl
Governmental Finance
International Jrnl of Public Administration
Jrnl of Collective Negotiations in the Public Sector
Local Finance (Netherlands)
Public Administration Review
Public Finance Qtrly
Public Interest
Public Personnel Mgmt
Public Productivity Review
Regulation
Revue du SCOM (France)
Southern Review of Public Administration
State Government
Verwaltungsfuehrung Organisation Personalwesen (Germany)

General Mgmt

Across the Board
Advanced Mgmt Jrnl
Akron Business & Economic Review
American Jrnl of Small Business
ASCI Jrnl of Mgmt (India)
Assistenz (Germany)
Australian Jrnl of Mgmt (Australia)
Ball State Business Review
Baylor Business Studies
Bedrijfsvoering (Netherlands)
Business
Business & Economic Review
Business Forum
Business Horizons
Business Owner
Business Qtrly (Canada)
Business Week
California Mgmt Review
Canadian Business (Canada)
Canadian Business Review (Canada)
Canadian Manager (Canada)
Chicago MBA
Chief Executive
Chief Executive (UK)
Columbia Jrnl of World Business
Cornell Executive
Directors & Boards
Dun's Business Month
Effective Manager
Enterprise
Executive (Canada)
Forbes
Foreign Investment Review (Canada)
Fortune
Harvard Business Review
Human Systems Mgmt (Netherlands)
Inc.
Industrial Mgmt
Industry Week
International Mgmt (UK)
International Studies of Mgmt & Organization
Jrnl of Applied Mgmt

Jrnl of Business (Univ of Chicago)
Jrnl of Business Administration (Canada)
Jrnl of Business Research
Jrnl of Business Strategy
Jrnl of Enterprise Mgmt
Jrnl of General Mgmt (UK)
Jrnl of International Business Studies
Jrnl of Mgmt
Jrnl of Mgmt Studies (UK)
Jrnl of Purchasing & Materials Mgmt
Jrnl of Small Business Mgmt
Jrnl of the American Planning Association
Long Range Planning (UK)
Manage
Management Decision (UK)
Management Focus
Management International Review (Germany)
Management Qtrly
Management Today (UK)
Management Totaal (Netherlands)
Management World
Management-Zeitschrift (Switzerland)
Manager Magazin (Germany)
Managerial Planning
Managing
Manchester Business School Review (UK)
Mergers & Acquisitions
Mid-Atlantic Jrnl of Business
Mid-South Business Jrnl
Nation's Business
Northeast Louisiana Business Review
Office Administration & Automation
Optimum (Canada)
Perspective
Planning Review
Practising Manager (Australia)
R & D Mgmt (UK)
Rationalisierung (Germany)
Research Mgmt
Research Policy (Netherlands)
Review of Business
Review of Regional Economics & Business
Risk Mgmt
Sloan Mgmt Review
Small Business Report
South Dakota Business Review
Southwest Business & Economic Review
Strategic Mgmt Jrnl
Supervision
Supervisory Mgmt
Survey of Business
Texas Business Executive
Wharton Magazine
Work & People (Australia)
Zeitschrift fuer Organisation (Germany)

Management Science

Academy of Mgmt Jrnl
Academy of Mgmt Review
Administrative Science Qtrly
Computers & Operations Research (UK)
Decision Sciences
European Jrnl of Operational Research (Netherlands)
European Research (UK)
IIE Transactions
Interfaces
International Jrnl of Operations & Production Mgmt (UK)
Jrnl of Operations Mgmt
Jrnl of the Operational Research Society (UK)
Management Science
Mathematics of Operations Research
Operations Research

Special Interests

AACE Transactions
Association Mgmt
Black Enterprise
Business & Society
Business & Society Review
Chemical Week
Cost Engineering
Distribution
Drug Topics
Energy Communications
Energy Policy (UK)
Energy Systems & Policy
Engineering Economist
Europe
European Trends (UK)
Foreign Affairs
Fund Raising Mgmt
Futures (UK)
Futurist
Health Care Mgmt Review
Healthcare Financial Mgmt
Hospital Materiel Mgmt Qtrly
IEEE Transactions on Engineering Mgmt
Industrial Engineering
International Jrnl of Physical Distribution & Materials Mgmt (UK)
International Trade Forum (Switzerland)
Iron Age
Jrnl of Business Communication
Jrnl of Common Market Studies (UK)
Jrnl of Communication Mgmt
Jrnl of Policy Modeling
Jrnl of the Institute for Socioeconomic Studies
Jrnl of the Society of Research Administrators
Jrnl of Transport Economics & Policy (UK)
Jrnl of World Trade Law (UK)
Logistics & Transportation Review (Canada)

Modern Materials Handling
MTM Jrnl of Methods-Time Measurement
National Contract Mgmt Jrnl
Occupational Hazards
Production
Public Opinion Qtrly
Public Utilities Fortnightly
Quality
Quality Progress
Resources & Energy (Netherlands)
Retail Control
Security Mgmt
Successful Meetings
Technology Review
Technovation (Netherlands)
Traffic Mgmt
Vital Speeches

Banking

ABA Banking Jrnl
Bank Marketing
Bank Systems & Equipment
Banker (UK)
Bankers Magazine
Bankers Monthly
Banking Law Jrnl
Canadian Banker & ICB Review (Canada)
Credit
Credit Union Executive
Credit Union Magazine
Euromoney (UK)
Federal Home Loan Bank Board Jrnl
Interface: Banking Industry
Issues in Bank Regulation
Jrnl of Bank Research
Jrnl of Banking & Finance (Netherlands)
Jrnl of Commercial Bank Lending
Jrnl of Money, Credit & Banking
Jrnl of Retail Banking
Magazine of Bank Administration
Mortgage Banking
NABW Jrnl (National Assn of Bank Women)
Savings & Loan News
Savings Bank Jrnl
United States Banker

Insurance

Best's Review (Life/Health)
Best's Review (Prop/Casualty)
Business Insurance
Canadian Insurance (Canada)
CLU Jrnl
CPCU Jrnl

Interface: Insurance Industry
International Insurance Monitor
Jrnl of American Insurance
Jrnl of Information Mgmt
Jrnl of Insurance
Jrnl of Risk & Insurance
Life Association News
Managers Magazine
National Underwriter (Life/Health)
National Underwriter (Property/Casualty)
Risk Mgmt
Rough Notes

Real Estate

Appraisal Institute Magazine (Canada)
Appraisal Jrnl
AREUEA Jrnl (Amer Real Estate & Urban Economics Assn)
Jrnl of Housing
Jrnl of Property Mgmt
Jrnl of Real Estate Taxation
National Real Estate Investor
Real Estate Appraiser & Analyst
Real Estate Law Jrnl
Real Estate Review

Telecommunications

Bell Laboratories Record
British Telecom Jrnl (UK)
GTE Automatic Electric Worldwide Communications Jrnl
Satellite Communications
Telecommunications
Telephone Engineer & Mgmt
Telephony

Journals List

Appendix C

Alphabetical by journal title (excerpt)

Listed below is a sample from the Complete Journals List of ABI/INFORM that appears in Search INFORM.

Code	Journal Title	Start date	CODEN	ISSN
	E			
* EEC	Engineering Economist (140)	Sum/71	ENECAR	0013-791X
* ESP	Estate Planning (334)	Fall/73		0094-1794
* ERM	Euromoney (UK) (449)	4/79		0014-2433
* EUP	Europe (40)	9/80	ERPEDH	
* EER	European Economic Review (Netherlands) (35)	1/81	EERVAI	0014-2921
EJM	European Jrnl of Marketing (UK) (158)	2/75		0309-0566
* EJO	European Jrnl of Operational Research (UK) (245)	1/78	EJORDT	0377-2217
* EUR	European Research (Netherlands) (135)	3/76		0304-4297
* EXT	Executive (173)	Wint/77		0145-3963
* EXE	Executive (Canada) (80)	4/80		0014-4509
	F			
	Federal Accountant (See: Government Accountants Jrnl)			
* FHL	Federal Home Loan Bank Board Jrnl (75)	9/80	JFHLAY	
* FMQ	Federal Reserve Bank of Minneapolis Qtrly Review (10)	Sum/80		
* FNY	Federal Reserve Bank of New York Qtrly Review (265)	3/73	FRYMAQ	0014-9160
* FSL	Federal Reserve Bank of St. Louis Review (12)	2/81	FRBRDV	0014-9187
* FID	Finance & Development (265)	9/71	FNDVAM	0015-1947
FIA	Financial Analysts Jrnl (483)	9/71	FIAJA4	0015-198X
* FEX	Financial Executive (673)	9/71	FIEXAW	0015-1998
* FMT	Financial Market Trends (France) (31)	2/80	FMTRDI	0378-651X
* FMG	Financial Mgmt (281)	Spr/74		0046-3892
JFP	Financial Planning Today (formerly Jrnl of Financial Planning) (120)	Wint/78		0164-9698
* TWO	Financial World (1,093)	10/72	FIWOAR	0015-2064
* FBR	Forbes (1,994)	9/71	FORBA5	0015-6914
* FAF	Foreign Affairs (50)	7/76	FRNAA3	0015-7120
* FIR	Foreign Investment Review (Canada)	Fall/80		0702-6005
* FBE	Fortschrittliche Betriebsfuehrung und Industrial Engineering (Germany) (1)	2/81		0340-8302
* FOR	Fortune (1,463)	9/71	FORTAP	0015-8259
* FUN	Fund Raising Mgmt (301)	1/76		0016-268X
* FUR	Futures (UK) (159)	6/72	FUTUBD	0016-3287
* FUS	Futurist (168)	4/73	FUTUAC	0016-3317

*Full-text articles available from ABI/INFORM through agreement with respective publishers.

G

GAC	Government Accountants Jrnl (formerly Federal Accountant) (220)	9/72		0014-9004
* GOF	Governmental Finance (157)	5/72		0091-4835
* GOS	Group & Organization Studies (18)	3/81	GOSTDA	0364-1082
* GRC	Growth & Change (138)	7/76	GRCHDH	0017-4815
* GTE	GTE Automatic Electric Worldwide Communications Jrnl (86)	9/78	GAEJDG	0273-141X

H

* HBR	Harvard Business Review (835)	9/71	HABRAX	0017-8012
HLR	Harvard Law Review (149)	11/76	HALRAF	0017-811X
* HCM	Health Care Mgmt Review (79)	Spr/79		0361-6274
* HFM	Hospital Financial Mgmt (494)	3/73	HFIMAK	0018-5639
* HMM	Hospital Materiel Mgmt Qtrly (43)	11/80		0192-2262
* HRL	Human Relations (339)	7/72	HUREAA	0018-7267
* HRM	Human Resource Mgmt (128)	Fall/72		0090-4848
* HSM	Human Systems Mgmt (Netherlands) (8)	4/81	HSMADU	0167-2533

I

* ISY	IBM Systems Jrnl (63)	5/79		0018-8670
* SPC	IEEE Spectrum (187)	1/79	IEESAM	0018-9235
* IEE	IEEE Transactions on Engineering Mgmt (93)	2/76	IEEMA4	0018-9391
* IPC	IEEE Transactions on Professional Communication (139)	3/76	IEPCBU	0361-1434

Controlled Vocabulary

(Excerpts)

Appendix D

Listed below is only a sample from the complete Controlled Vocabulary organized by subject terms that appears in Search INFORM. Key: sn=Scope Note u=Use uf=Use For rt=Related Term

A

Accident insurance
rt Disability insurance
rt Health insurance
rt Insurance
rt Workers compensation
Additives
rt Food additives
Advertising media
rt Billboards
rt Magazines
rt Mass media
rt Media
rt Newspapers
rt Radio
rt Television
Applications
rt Case studies
rt Insurance applications
Appropriate technology
rt Economic development
rt LDCs
rt Technology
Attitude surveys
rt Likert scale
rt Public opinion surveys
rt Surveys
Attrition
rt Employee turnover
rt Turnover
rt Workforce planning

B

Bio
sn Used as combining term
Broadcasting
rt Holding power (ADV)
rt Media
rt Radio
rt Radio broadcasting
rt Television
rt Television broadcasting
Broadcasting industry
rt Cable TV
rt Communications industry
rt Entertainment industry
rt Radio broadcasting
rt Service industries
rt Television broadcasting
Buying
sn Used as combining term
rt Customer buying behavior

C

Cable television
u Cable TV
Cable television industry
Cable TV
uf Cable television
uf CATV
rt Broadcasting industry
rt Pay cable TV
rt Television
rt Television broadcasting
Canvassing
rt Surveys
Case histories
u Case studies
Case studies
sn Used to identify treatment and or content
uf Case histories
rt Applications
rt Companies
rt Corporate histories
CATV
u Cable TV
Closely held corporations
uf Private companies
rt Companies
rt Estate planning
rt Public companies
rt Small business
rt Sole proprietorships
Codetermination
u Worker codetermination
Companies
uf Corporations
uf Firms
rt Case studies
rt Closely held corporations
rt Holding companies
rt Operating companies
rt Public companies
Company officers
u Corporate officers
Comparative studies
rt Studies
Computer based information systems
u Information systems
Computer hardware
u Computers
Computer peripherals
uf Peripheral equipment
rt Acoustic couplers (DP)
rt Bubble memories
rt Computers
rt Controllers
rt CRTs
rt Disk drives
rt Equipment
rt Floppy disks
rt Line printers
rt Modems (DP)
rt Tape drives (DP)
rt Terminals (DP)
Computers
sn Broad general term: Use more specific term or use as combining term
uf Computer hardware
uf Hardware (DP)
rt Analog computers

rt Central processing units
rt Compatible hardware (DP)
rt Computer peripherals
rt Digital computers
rt Equipment
rt Microcomputers
rt Microprocessors
rt Minicomputers
rt Software

Corporate histories
sn Used to identify treatment and or content
rt Case studies

Corporate officers
uf Company officers
rt Bank officers
rt Boards of directors
rt Chief executive officer
rt Chief operating officer
rt Corporate presidents
rt Corporate treasurers
rt Directors
rt Executives
rt Officers

Corporations
u Companies

Court cases
u Litigation

Court decisions
rt Federal court decisions-US
rt Litigation
rt State court decisions
rt Supreme Court decisions-US
rt Tax court decisions

Customer buying behavior
rt Buying
rt Consumer behavior

D

Data processing
sn Broad general term: Use more specific term or use as combining term
uf EDP
rt Automated accounting systems
rt Automated auditing systems
rt Batch processing
rt Computer based modeling
rt Data dictionaries
rt Distributed processing (DP)
rt Information processing
rt Information systems
rt MIS (MAN)
rt MIS (MKT)
rt Online (DP)

E

Earnings trends
rt Trends

Economic trends
rt Trends

EDP
u Data processing

Educational television
u Public television

Employee turnover
uf Labor turnover
rt Attrition
rt Occupational mobility
rt Turnover

Equipment acquisition planning
rt Economic justification
rt Equipment financing
rt Equipment purchasing
rt Purchasing

Equipment purchasing
rt Equipment acquisition planning
rt Equipment financing
rt Purchasing

Executives
sn Broad general term: Use more specific term or use as combining term
rt Corporate officers
rt Financial executives
rt Managers

Experiments
rt Pilot projects
rt Studies

F

Feasibility studies
rt Pilot projects
rt Studies

Federal court decisions-US
rt Court decisions
rt Tax court decisions

Field study
rt Studies

Firms
u Companies

Flex time
u Flexible hours

Flexible hours
uf Flex time
rt Employee benefits
rt Work hours

Food additives
rt Additives
rt Nitrates
rt Nitrites
rt Preservatives

Forecasts
sn Used to identify treatment and or content
rt Predictions

G-H-I

Genetic engineering

Genetics

Hardware (DP)
u Computers

High
sn Used as combining term
rt Hyper

Implementations
rt Installations
rt Plans

Industrial accidents
rt Accidents
rt Industrial safety
rt Occupational hazards

Industrial democracy
uf Participatory democracy
rt Participatory management
rt Worker codetermination

Industrial safety
rt Industrial accidents
rt Industrial hygiene
rt Occupational safety
rt Safety

Information processing
rt Data processing

Information systems
uf Computer based information systems
rt Decision support systems
rt MIS (MAN)
rt MIS (MKT)
rt Systems

Installations
rt Implementations

Insurance applications
rt Applications

L

Labor turnover
u Employee turnover

Lawsuits
u Litigation

Litigation
uf Court cases
uf Lawsuits
rt Civil actions (LAW)
rt Class action lawsuits
rt Court decisions

rt Shareholder derivative suits
rt Statutes of limitations
rt Tax controversies
rt Torts (LAW)

M

Man hours
u Work hours
Management Information Systems
u MIS (MAN)
Managers
sn Broad general term: Use more specific term or use as combining term
rt Executives
rt Line managers
Manycompanies
sn Code word which indicates article with names of many companies
rt Case studies
rt Companies
rt Names
Manycountries
sn Code word which indicates article with names of many nations
rt Nations
Manyindustries
sn Used from 1981 forward
sn Used to describe articles that discuss or give statistics about a number of industries
rt Industries
Manypeople
sn Code word which indicates article with names of many people
rt Names
Manyproducts
sn Code word which indicates article with names of many products
rt Names
rt Products
Market surveys
rt Market research
rt Surveys
Marketing
sn Broad general term: Use more specific term or use as combining term
rt Advertising
rt Bank marketing
rt Distribution
rt Mass merchandising
rt Merchandising
rt MIS (MKT)
rt Retailing
rt Sales promotions
Marketing Information Systems
u MIS (MKT)
Mass media
rt Advertising media
rt Media
Media
rt Advertising media
rt Broadcasting
rt Mass media
rt Multimedia
rt Press
rt Television
Microcomputers
rt Computers
rt Microprocessors
rt Minicomputers
Microprocessors
rt Computers
rt Microcomputers
Minicomputers
rt Computers
rt Microcomputers
MIS (MAN)
uf Management Information Systems
rt Data processing
rt Decision support systems
rt Information systems
MIS (MKT)
uf Marketing Information Systems
rt Data processing
rt Information systems
rt Marketing

N-O

Nitrates
rt Food additives
Nitrites
rt Food additives
Occupational hazards
rt Hazards
rt Industrial accidents
rt Occupational safety
rt Workers compensation
Occupational safety
rt Industrial hygiene
rt Industrial safety
rt Occupational hazards
rt Safety
rt Safety program
Online (DP)

P

Participatory management
rt Industrial democracy
rt Quality circles
rt Worker codetermination
Pay cable TV
uf Pay television
rt Cable TV
rt Subscription television
rt Television broadcasting
Pay television
u Pay cable TV
Peripheral equipment
u Computer peripherals
Plans
rt Implementations
rt Organizational plans
rt Profit plans
Polls
rt Surveys
Predictions
sn Used to identify treatment and or content
rt Forecasts
rt Projection
Preservatives
uf Chemical preservation
uf Food preservation
rt Food additives
Pressures
u Stress
Private companies
u Closely held corporations
Procurement
u Purchasing
Productivity
rt Efficiency
rt GDP
rt GNP
rt Output
rt Scanlon plan
Productivity incentives
rt Incentive plans
rt Incentives
Productivity measurement
rt Measurement
Programmers
rt Computer programming
Projection
rt Predictions
Public companies
rt Closely held corporations

rt Companies
rt Going public

Public opinion surveys
rt Attitude surveys
rt Opinions
rt Surveys

Public television
uf Educational television
rt Television broadcasting

Purchasing
sn Broad general term: Use more specific term or use as combining term
uf Procurement
rt Equipment acquisition planning
rt Equipment purchasing
rt Tying arrangements

Q-R

Quality circles
sn Used from 1981 forward
rt Participatory management
rt Quality control

Questionnaires
rt Response rates
rt Responses
rt Surveys

Radio broadcasting
rt Broadcasting
rt Broadcasting industry
rt Daytime stations
rt Entertainment industry

S

Scanlon plan
rt Productivity

Selection
rt Personnel selection

State court decisions
rt Court decisions
rt State courts

Stress
uf Pressures
rt Employee problems
rt Mental health
rt Tension

Studies
sn Used to identify treatment and or content
rt Case studies
rt Comparative studies
rt Feasibility studies
rt Field study
rt Surveys

Subscription television
rt Pay cable TV

Supreme Court decisions-US
rt Court decisions

Surveys
sn Used to identify treatment and or content
rt Attitude surveys
rt Canvassing
rt Land surveys
rt Likert scale
rt Market surveys
rt Polls
rt Public opinion surveys
rt Questionnaires
rt Response rates
rt Studies

T

Tax court decisions
rt Court decisions
rt Federal court decisions-US

Technological change
rt Innovations
rt Technology transfer

Technology
rt Appropriate technology
rt Technology transfer

Technology transfer
uf Transfer of technology
rt Technological change
rt Technology

Television
rt Advertising media
rt Broadcasting
rt Cable TV
rt Closed circuit television
rt Media

Television broadcasting
rt Broadcasting
rt Broadcasting industry
rt Cable TV
rt Pay cable TV
rt Public television

Tension
rt Stress

Terminals (DP)
rt Computer peripherals
rt CRTs
rt VDTs

Transfer of technology
u Technology transfer

Trends
sn Used to identify treatment and or content
rt Earnings trends
rt Economic trends

Turnover
rt Attrition
rt Employee turnover
rt Receivables turnover (ACC)

W

Work hours
uf Man hours
rt Flexible hours
rt Hours
rt Workweeks

Worker codetermination
uf Codetermination
rt Industrial democracy
rt Participatory management

Workers compensation
rt Accident insurance
rt Insurance
rt Occupational hazards

Workmens compensation
u Workers compensation

Controlled Vocabulary by company names

Listed below is only an excerpt from the complete Controlled Vocabulary by company names that appears in Search INFORM. Key: sn=Scope Note u=Use uf=Use For rt=Related Term

General Instrument-New York
General Mills-Minneapolis
General Motors do Brasil
General Motors Holdens-Australia
General Motors of Canada
General Motors-Detroit
General Public Utilities-Parsippany NJ
sn Used from 1981 forward
sn Use General Public Utilities-New York before 1981
General Re Corp-Greenwich Conn
sn Used from 1983 forward
sn Corporate name change
uf General Reinsurance-Greenwich Conn
General Refractories-Bala Cynwyd Pa
General Reinsurance-Greenwich Conn
sn Used only before 1983
sn Corporate name change
u General Re Corp-Greenwich Conn
General Signal-Stamford Conn
sn Used from 1981 forward
sn Use General Signal-New York before 1981
General Telephone & Electronics-Stamford Conn
uf GTE-Stamford Conn
General Tire & Rubber-Akron Ohio
Generale d'electricite-France
Generale Sucriere-France
sn Used from 1983 forward
Genesco-Nashville
Genstar-Canada
sn Used from 1983 forward
Genuine Parts-Atlanta
sn Used from 1983 forward
Geo A Hormel-Austin Minn
u Hormel-Minn
Georg Fischer-Switzerland
u Fischer, Georg-Switzerland
George Weston Holdings-UK
uf Weston Holdings-UK
Georgia Kraft-Rome Ga
sn Used from 1983 forward
Georgia Pacific-Portland Ore
Geosource-Houston
sn Used from 1983 forward
Gerber Products-Fremont Mich
Gestetner Holdings-UK
Getty Oil-Los Angeles
Giant Food-Washington DC
Gibraltar Financial Corp of California-Beverly Hills
Gifford-Hill-Dallas
sn Used from 1983 forward
Gillette-Boston
Gimbel Bros-New York
Girard Co-Bala Cynwyd Pa
GK Technologies-Greenwich Conn
sn Used from 1980 forward
sn Corporate name change
uf General Cable-Greenwich Conn
Glaxo Holdings-UK
Glynwed-UK
Gold Kist-Atlanta
Golden West Financial-Oakland Calif
sn Used from 1981 forward
sn Use Golden West Financial-Cincinnati before 1981
Goodrich, BF-Akron
uf BF Goodrich-Akron
Goodyear Tire & Rubber-Akron Ohio
Gould-Rolling Meadows Ill
Grace-New York
uf WR Grace-New York
Grain Terminal Association-St Paul
sn Used from 1983 forward
Grand Metropolitan-UK
sn Used from 1981 forward
Grand Union-Elmwood Park NJ
Granges-Sweden
Great Atlantic & Pacific Tea-Montvale NJ
uf A&P-Montvale NJ
Great Northern Nekoosa-Stamford Conn
Great Western Financial-Beverly Hills
Great Western United-Denver
sn Used only before 1981
sn Corporate name change
u Hunt International Resources-Dallas
Green Giant-Chaska Minn
Greyhound-Phoenix
Groupe Bruxelles Lambert-Belgium
sn Used from 1983 forward
Groupe des Banques Populaires-France
sn Used from 1983 forward
Grumman-Bethpage NY
Grundig-Germany
Grupo Industrial Alfa-Mexico
GTE-Stamford Conn
u General Telephone & Electronics-Stamford Conn
Guarantee Financial Corp of Calif-Fresno
sn Used from 1983 forward
Guardian of America-New York
Guest Keen & Nettlefolds-UK
Guinness-UK
uf Arthur Guinness-UK
Gulf & Western Industries-New York
Gulf Canada
Gulf Oil Great Britain-UK
sn Used from 1983 forward
Gulf Oil-Pittsburgh
Gulf Resources & Chemical-Houston
sn Used from 1981 forward
Gulf States Utilities-Beaumont Tex
sn Used from 1981 forward

Controlled Vocabulary by organization names

Listed below is only an excerpt from the complete Controlled Vocabulary by organization names that appears in Search INFORM. Key: sn=Scope Note u=Use uf=Use For rt=Related Term

FHA (farmers)
uf Farmers Home Administration-US
FHA (housing)
uf Federal Housing Administration
FID
uf Intl Fedn for Documentation
Financial Accounting Foundation
Financial Accounting Standards Board
u FASB
Financial Analysts Fedn
Financial Executives Research Foundation
Food & Agriculture Org of the United Nations
u FAO
Food & Drug Administration-US
u FDA
Foreign Credit Insurance Assn-US
u FCIA
Foreign Investment Review Agency-Canada
sn Used from 1983 forward
Freddie Mac
uf Federal Home Loan Mortgage Corp
rt Fannie Mae
rt Ginnie Mae
FSLIC
u Federal Savings & Loan Insurance Corp
FSUC
uf Federal Statistics Users Conference
FTC
uf Federal Trade Commission-US
GAO-US
uf General Accounting Office
General Accounting Office
u GAO-US
General Services Administration-US
u GSA
German Trade Union Fedn
Ginnie Mae
uf Government National Mortgage Assn
rt Fannie Mae
rt Freddie Mac
Glass Bottle Blowers Assn US & Canada
Government National Mortgage Assn
u Ginnie Mae
Government Printing Office
u GPO
GPO
uf Government Printing Office
Graphic Arts Intl Union
GSA
uf General Services Administration-US
Health & Human Services Dept-US
sn Used from 1981 forward
Health Education & Welfare Dept-US
u HEW
Health Services Administration-US
HEW
sn Used only before 1981
Honolulu Stock Exchange
Hotel & Restaurant Employees & Bartenders Intl Union
u HREBIU
House of Representatives
u US House
Housing & Urban Development Dept-US
u HUD
HREBIU
uf Hotel & Restaurant Employees & Bartenders Intl Union
HUD
uf Housing & Urban Development Dept-US
uf US Dept of Housing & Urban Development
IAEA
uf Intl Atomic Energy Agency
IBI
uf Intergovernmental Bureau of Information
IBRD
uf Intl Bank for Reconstruction & Development
uf World Bank
ICAITI
uf Central American Research Institute for Industry
ICC
uf Interstate Commerce Commission-US
ICJ
u Intl Court of Justice
ICS
uf Intl Copyright Society
ICSPS
uf Intl Council for Science Policy Studies
ICSU
uf Intl Council of Scientific Unions
IDA
uf Intl Development Assn
IDB
uf Interamerican Development Bank
IDCAS
uf Intl Development Centre for Arab States

Controlled Vocabulary by geographic terms

Listed below is only an excerpt from the complete Controlled Vocabulary by geographic terms that appears in Search INFORM. Key: sn=Scope Note u=Use uf=Use For rt=Related Term

•
•
•

British Columbia
British Honduras
u Belize
Brunei
Bulgaria
Burma
Burundi
California
Cambodia
u Kampuchea
Cameroon
Canada
Canal Zone
rt Panama
Cape Verde
uf Republic of Cape Verde
Caribbean
Cayman Islands
Central African Republic
Central America
rt Latin America
Ceylon
u Sri Lanka
Chad

•
•
•

•
•
•

Hawaii
Hellenic Republic
u Greece
Holland
u Netherlands
Honduras
uf Republic of Honduras
Hong Kong
Hungarian People's Republic
u Hungary
Hungary
uf Hungarian People's Republic
Iceland
uf Republic of Iceland
Idaho
Illinois
India
uf Republic of India
Indiana
Indonesia
uf Republic of Indonesia
Iowa
Iran
uf Empire of Iran
Iraq
uf Republic of Iraq
Ireland
uf Republic of Ireland
Islamic Republic of Mauritania
u Mauritania
Islamic Republic of Pakistan
u Pakistan
Isle of Man
rt UK
Israel
uf State of Israel
rt Middle East
Italian Republic
u Italy
Italy
uf Italian Republic
Ivory Coast
uf Republic of the Ivory Coast
Jamaica
Japan

•
•
•

•
•
•

United Arab Emirates
United Kingdom
u UK
United Republic of Tanzania
u Tanzania
United States of America
u US
Upper Volta
uf Republic of Upper Volta
Uruguay
uf Oriental Republic of Uruguay
US
uf America
uf United States of America
USSR
uf Russia
uf Soviet Union
uf Union of Soviet Socialist Republics
Utah
Vatican City
uf State of the Vatican City
Venezuela
uf Republic of Venezuela
Vermont
Vietnam
uf Socialist Republic of Vietnam
Virgin Islands
Virginia
Wales
rt UK

•
•
•

ABI/INFORM classification codes

Appendix E

Five distinct types of codes make up the ABI/INFORM classification system. Three - business environment, management functions, and industries and markets - identify subject content. The remaining two - article treatment and organization types - tell what kind of material is being classified and the types of organizations discussed.

- ABI/INFORM covers such areas as economic, social and energy policies; international trade; and economic conditions. The business environment codes make it easier to retrieve this kind of information.
- Management function codes identify areas common to all businesses. They often can be related to departments within corporations. The ABI/INFORM database focuses on these functional areas.
- The file also includes numerous articles about industries. Industry and market codes identify about 30 agricultural, extractive, service and manufacturing industries. Since financial services and insurance industries are covered extensively, two classification levels are necessary.
- Treatment codes define the type of article, and the code assignment is straightforward. One very useful treatment code, "non-US," is given to articles discussing companies, industries, laws, economic conditions, etc., in countries other than the United States. This code allows searchers to include or exclude non-US articles.
- Articles covering a particular type of organization are assigned organization type codes.

Most of the codes are searchable throughout the database; however, codes preceded by an asterisk are searchable only from mid-1982 forward. The complete classification system appears on pages 76-77.

75

BUSINESS ENVIRONMENT

1100 Economics
- *1110 Economic conditions & forecasts
- *1120 Economic policy & planning
- *1130 Economic theory

1200 Social policy

1300 International trade & foreign investment (see also multinational corporations 9510)
- *1310 Foreign investment in the US

1500 Energy/environment
- *1510 Energy resources
- *1520 Energy policy
- *1530 Natural resources
- *1540 Pollution control

MANAGEMENT FUNCTIONS

2000 GENERAL MANAGEMENT

2100 Administrative & management personnel
- *2110 Board
- *2120 CEO
- *2130 Executives

2200 Managerial skills

2300 Planning & strategy
- *2310 Planning
- *2320 Organizational structure (subsidiaries, decentralization, etc.)
- *2330 Acquisitions & mergers

2400 Public relations
- *2410 Social responsibility
- *2420 Image
- *2430 Business-government relations

2500 Organizational behavior

2600 Management science/operations research

3000 FINANCE

3100 Capital & debt management

3200 Credit management

3300 Risk management

3400 Investment analysis

3500 Foreign exchange administration (see also 1120)

3600 Pension fund management

4000 ACCOUNTING, TAXATION, & LAW

4100 Accounting
- *4110 Accounting firms & accountants
- *4120 Accounting policies & procedures
- *4130 Auditing

4200 Taxation
- *4210 Institutional taxation
- *4220 Estate planning
- *4230 Personal taxation

4300 Law
- *4310 Regulation
- *4320 Legislation
- *4330 Litigation

5000 OPERATIONS

5100 Facilities management
- *5110 Office management
- *5120 Purchasing
- *5130 Maintenance
- *5140 Security
- *5150 Energy management
- *5160 Transportation

5200 Communications & information management
- *5210 Office automation
- *5220 Data processing management
- *5230 Hardware
- *5240 Software & systems
- *5250 Telecommunications systems
- *5260 Records management

5300 Production management
- *5310 Production planning & control
- *5320 Quality control
- *5330 Inventory management
- *5340 Safety management

5400 Research & development

6000 HUMAN RESOURCE MANAGEMENT (see also 2500)

6100 Human resource planning

6200 Training & development

6300 Labor relations

6400 Employee benefits & compensation

6500 Employee problems

7000 MARKETING

7100 Market research

7200 Advertising

7300 Sales & selling

7400 Distribution

7500 Product planning & development (see also research & development 5400)

76

INDUSTRIES & MARKETS

8100 Financial services industry
- 8110 Commercial banking
- 8120 Retail banking
- 8130 Investment services

8200 Insurance industry
- 8210 Life & health
- 8220 Property casualty

8300 Other services
- 8310 Consultants (not elsewhere classified)
- 8320 Health care
- 8330 Broadcasting & telecommunications (not equipment)
- 8340 Electric, water, & gas utilities
- 8350 Transportation (not equipment)
- 8360 Real estate
- 8370 Construction & related
- 8380 Hotel & restaurant
- 8390 Retail stores, includes groceries

8400 Agriculture

8500 Extractive
- 8510 Petroleum industry

8600 Manufacturing
- 8610 Food processing, includes beverages & liquors
- 8620 Textile & apparel industries
- 8630 Lumber & wood products, includes paper
- 8640 Chemicals, includes rubber & plastics
  - 8641 Pharmaceuticals
- 8650 Electrical, electronics, instrumentation
  - 8651 Computers
- 8660 Metalworking
- 8670 Machinery (industrial, construction, farm, etc.)
- 8680 Transportation equipment (cars, aircraft, ship-building, etc.)
- 8690 Publishing

ARTICLE TREATMENT

- 9110 Company specific/case studies
- *9120 Product specific
- *9130 Experimental/theoretical
- *9140 Statistical data
- *9150 Guidelines
- *9160 Biographical
- *9170 Non-US
- *9180 International

ORGANIZATION TYPES

- *9510 Multinationals: companies with subsidiaries and/or operations in more than one country
- *9520 Small business
  - *9521 Minority- and women-owned business
- *9530 Diversified companies
- *9540 Non-profit institutions
- 9550 Public sector

No asterisk - Searchable from 1971 to the present
Asterisk - Searchable only from mid-1982 forward

77

Order forms

Appendix F

Free Literature

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The second edition of Search INFORM™, the comprehensive user guide for searching ABI/INFORM®, is available from Data Courier. A valuable resource for any online searcher of the database, Search INFORM has been revised and redesigned to include file enhancements and many helpful new features, including a rotated vocabulary. To order the user guide, please complete and return the order form:

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Index

ABI/INFORM® description **1-2**
ABI/INFORM Journals List **35**
Adjacency searching **9**
AND **7-8**
Article retrievals **31, 33**
Author searching **25-26**
Broad terms **19**
Classification codes **21-23, 75-76**
Combining terms **7-8, 18-19**
Company names **13-14**
Content terms **20**
Controlled Vocabulary searching **11-13, 17-21**
Controlled Vocabulary by company names (excerpt) **71**
Controlled Vocabulary by geographic terms (excerpt) **73**
Controlled Vocabulary by organization names (excerpt) **72**
Controlled Vocabulary by subject terms (excerpt) **67-70**
Current awareness **33**
Customer service **35**
/DE **18-19**
/DF **17-18**
DIALORDER **31-33**
Expand **25-26**
Facsimile **33**
Field codes **20-21**
Free-text searching **5-9**
Geographic terms **15**
Group training **34**
Journals List **35**
Journals List (excerpt by title) **65-66**
Journals List (excerpt by subject) **59-64**
Journals List order form **79**
Learn INFORM™ **34**
Limiting by journal **28**
Limiting by time period **26-28**
Limiting to controlled terms **11-13**
Logging off **55**
Logging on **55**
LOG/ON **35**
LOG/ON order form **79**
Multiword searching **9**
Newsletter **35**
NOT **7-8**
Online ordering **31-33**
OR **7-8**
Order forms **79**
Ordering articles online **31-33**
Organization names **14**
Outputting records **5**
Problems **38-39**
Protocol **55**
Sample ABI/INFORM search **2**
SDI **33**
Search assistance **35**
Search INFORM™ **34**
Search INFORM order form **79**
Selection guidelines **29**
Solutions **40-54**
Subject terms **13**
TELENET **56**
Training **34**
Truncating **6-7**
TYMNET **57**
TYPE command **5-6**
Type formats **5-6**
UNINET **58**
WATS number **800/626-2823**
(W) **9**

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